POSITION DESCRIPTION

Position Title:	Executive Assistant to CEO
Reports To:	Chief Executive Officer
Salary/Classification Level:	Negotiated Salary Package
Reporting to This Position:	None

Purpose of the Position

The primary focus of the Executive Assistant role is to provide exceptional professional administrative support to the Chief Executive Officer. The role will also support the Chief Finance Officer, Chair and other executives and officers as required. In addition, the role will support the corporate governance functions of the organisation through Board/Committee coordination, document management and secretarial support.

The role of the Executive Assistant is to support the Chief Executive Officer in leading the organisation by providing efficient and proactive management and coordination of their office. This role is responsible for providing exceptional internal and external customer service with the utmost discretion with high attention to detail and accuracy. The ability to make a positive contribution to a collaborative and professional team environment is essential.

As one of the first points of contact for the organisation, the position fulfils an important public relations and customer service function requiring a focus on stakeholder management. You will be applying your advanced digital skills and knowledge of contemporary technologies to drive efficiency, produce reports, correspondence and presentations.

This is a diverse role that supports a dynamic CEO leading the organisation through significant regulatory and internal change. Flexibility and out of standard business hours work is expected.

Your Team

The Executive Assistant to the CEO is one of several administrative roles located in our North Adelaide CEO Building. Additional administration team members provide support to the Corporate Support Services at our Tranmere location. Coordinated through the Workforce team, you will be expected to work collaboratively with these other team members and ensure comprehensive support is provided across the team.

The Executive Assistant will work very closely with the other Executive Managers within Helping Hand including:

- Director Care Governance
- Director Research & Development
- Director Workforce
- Director Marketing and Communications
- Executive Manager Home Care Services
- Executive Manager Residential Services

This position description forms part of the contract of employment.

Other Key Relationships

The Executive Assistant will establish and maintain effective professional relationships with managers and staff across the organisation.

This role will provide administrative and secretarial services to Executive Committees, Helping Hand Board and its sub-committees and so will work closely with the Chair and other Board members.

In addition, the Executive Assistant will be expected to communicate with clients and other members of the Helping Hand community, as well as the wider professional network of the CEO and other Executive Managers.

Key Outcomes & Responsibilities

Executive & Board Support

- To maximise the CEO efficiency by providing administrative assistance and pro-active support and guidance around priorities and issues in the business.
- Effective management of CEO email and correspondence including drafting professional and well communicated responses and actioning requests as appropriate.
- Provision of efficient diary management and coordination of meetings with multiple internal and external stakeholders for the CEO and CFO.
- Arrange travel and accommodation as required for the Executive team
- Assist with preparation and coordination of Board and Committee meeting agendas, documentation, minute taking and follow up actions.
- Event coordination for CEO meetings, functions, forums and other events including catering, room bookings, invitations etc.
- Coordinate Board and organisational policies including process development, review and document management
- Establishment and coordination of Board/Committee and Executive annual calendars

Key Performance Indicators

- Maintain confidentiality and discretion and demonstrate high levels of integrity.
- Build effective and authentic relationships with key stakeholders
- Proactive and accurate administrative assistance to the Board, CEO and CFO in line with expectations
- Board/Committee minutes prepared and distributed on time
- Achieving professional development plan
- Client satisfaction
- Demonstrate core values – CEO assessment

Selection Criteria

Essential

- Advanced comprehension and communication skills with ability to review information and translate meetings and discussions into meaningful summaries and actions – both written and verbal
- Previous experience in complex and executive level diary management and coordinating schedules of Board/Committee members
- A strong sense of autonomy, initiative and the ability to independently coordinate a busy workload with key deadlines and changing priorities
- Strong planning and time management skills with an achievement focus
- Strong customer service and stakeholder engagement skills
- High degree of accuracy and attention to detail
- Experience in Board and Committee management including agendas, documentation preparation and minute taking
- Ability to maintain confidentiality, demonstrate commercial judgement and personal discretion
- Demonstrated work ethic and values that contribute to a professional internal team environment with commitment to representing the CEO and the business confidently and professionally
- High level technology skills including use of PowerPoint, Outlook, Word, Excel, Adobe Suite and other contemporary platforms.

Desirable

- Knowledge and interest in corporate governance
- Degree qualified
- Experience in process improvement projects
- Interest in professional skills development and personal growth
- Previous work in large complex organisations (Aged Care experience is not essential)
- Commercial sector experience

Customer Service …the Helping Hand Way

We deliver our service guided by our **5 Golden Standards**

1. We always offer choice.
2. We engage.
3. We speak clearly, politely and respectfully.
4. We deliver on our promises.
5. We make their day!

Helping Hand's Code of Conduct

Our Code of Conduct reflects **The Helping Hand Way** and expects you to act with:

Compassion

- Demonstrate your concern for others and do everything you can to help.
- Recognise and consider people's feelings and circumstances.
- Treat others with respect, courtesy, care and compassion.
- Support and value the contribution of other team members.

Respect

- Recognise and consider people's feelings, choices and rights.
- Maintain the privacy and confidentiality of others at all times.
- Conduct yourself with honesty, fairness and integrity.

Excellence

- Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- Take responsibility for your actions and behaviours.
- Strive to improve the quality of services to our clients and to each other.
- Go the extra mile in order to deliver the best outcomes.
- Strive to create new and better ways of doing things.

Community

- Foster connection with our clients, our teams, each other and our community.
- Value and support difference in our community and value the contribution that difference provides to us.

Work, Health & Safety

Lead and Support Workers to Arrive Safe, Work Safe and Go Home Safe

- Lead and Support a Positive Workplace Culture - embed the Zero Harm, Zero Injury philosophy.
- Engage with workers and clients to improve safety – listen to what they say, consider their opinions and provide feedback.
- Implement and enforce the policies, procedures and directives of Helping Hand
- Make sure you keep your safety and others safety top of mind at all times. Work safe all the time!
- If you notice someone doing something unsafe – you have an obligation to ask them to stop, and work with them to find a safer way.
- Ensure all workers are trained to work safely.
- Take action to manage risks in the workplace - investigate incidents and complaints, assess and eliminate risks and hazards.
- Provide and maintain a safe workplace, equipment and chemicals.
- Support injured workers and assist them to remain at, or return to, work as soon as possible.
- Evaluate safety performance and take actions to improve.
- Support healthy workforce initiatives.