

Position Description - Executive Assistant

Position Title:	Executive Assistant
Work Location:	Drouin/Morwell
Employment Conditions:	Permanent
Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 <i>Headway Gippsland proudly pay above Award conditions</i>
Tenure:	Ongoing
Position Reports To:	Chief Executive Officer

About Headway Gippsland

Headway Gippsland Inc. is a not-for-profit organisation operating in Gippsland, Victoria and has been providing services to those with acquired brain injuries since 1981.

The provision of disability services is undergoing major reform and to ensure that Headway Gippsland Inc. can continue to be a leading provider, we now provide services to persons with disabilities of all ages. With offices based in Morwell, Drouin and Newborough, we have staff operating across the region. Headway is registered with the Australian Charities and Not-for-profits Commission.

Our Workplace

Our mission is to provide exceptional services to individuals with an acquired brain injury (ABI) and other disabilities and their careers, in order to participate in all aspects of community life. Ours is a vision of a society that is inclusive of all.

Our people are our priority and our proudest strength as an organisation – with low turnover, and above award conditions, we hold ourselves accountable for attracting, retaining and recognising great people to ensure a high standard of service for our participants.

In 2021, we launch our performance development program, enabling us to build our training and career pathways, as well as our individual development goals. This is an exciting progression for our business and testament to our commitment to our staff, our participants and our overarching services to the community.

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About The Role: Executive Assistant

As a leader in our administration team, the Executive Assistant provides direct support to the Management Team and the CEO in a wide range of administration and general secretarial and business management functions. This role is not only extensively experienced, they are also held to the highest standards of professionalism and accountability - for themselves, our processes and other administrators.

As gatekeeper, this role acts as the liaison between initial reception/ public and internal contact and our CEO/ Management Team. The Executive Assistant will be responsible for streamlining communication to and from the CEO, as well as enabling management efficiency through a broad spectrum of direct assistance including scheduling, travel and catering arrangements. They serve all board secretarial functions (agenda setting, minute taking and action allocation), and will be responsible for all manner of correspondence/ relationship management on behalf of the CEO.

The Executive Assistant 'sets the bar' as far as standards of professionalism, process, efficiency, and effectiveness across the business. They are directly responsible for setting up a positive participant experience throughout their engagements with our teams, as well as enhancing the reputation and processes of Headway Gippsland by ensuring any person who is in contact with the organisation (internally or externally) is responded to in a helpful and efficient manner ensuring their needs are met.

This role is both an established and preferably qualified, administrator and a proficient relationship manager, a delicate balance between care, business coordination and needs assessment. It takes a particular skill set to be able to make a person feel welcomed and cared for, and do so in such a way that is effective in assessing and capturing their needs from our business and responding with both an appropriate level of authority and autonomy.

The Executive Assistant as senior administrator will contribute to accurate management of data found in our Quality Management System, as well as acting as an Administrator authority on the content and usage of our Client Relationship Management System (CRM). They will actively contribute to the improvement of administration processes across our teams. The Executive Assistant will model appropriate behaviours, in accordance with our policies, procedures and standards of best practice service.

This role is held to a high degree of trust and autonomy at Headway Gippsland, at times in sensitive and confidential circumstances. Confidentiality and professionalism are essential to the role.

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KEY RESPONSIBILITIES

Senior Administration/Leadership

This function has functional administration responsibilities - translating into accountability for high quality administration outcomes for themselves. These include;

- Ongoing contribution to accurate, thorough and efficient administration in QMS and CRM across the business
- Wide ranging supports relating to administration functions, including; recruitment processes, secretarial duties, direct support to the CEO and management team, Board resources organisation, management of correspondence, and document control in support of the CEO and management team.

Board Support

- Prepare Board agendas, capture accurate and detailed Board minutes during meetings, documenting discussions, decisions, and action items.
- Facilitate meeting preparations, ensuring all required documentation is collated distributed, and accessible to Board members.
- Maintain the online portal on our website, for Board members
- Coordinate AGM preparations

Business Support

- This role uniquely works across our business, supporting marketing, human resource management, billing/finance and stakeholder management.
- It is also the subject matter expert and 'super user' of Headway's QMS and CRM, as well as record management and document controls per policy across our services.
- Demonstrate an appropriate level of verbal and written communication skills, to assist board members, stakeholders and participants and provide a high level of quality service to all customers of this role.

General Administration

- Collate accurate, thorough and clear records and details for all incoming queries on behalf of the CEO and Management, serving as gatekeeper to the management team as well as responding point of contact.
- Perform general and broad administration tasks i.e., creating and sending correspondence via letter and email, telephone and travel organisation and all associated record keeping and file management.
- Administration of CRM management for all employee related data/enquiries, as well as any other associated software or systems related to our data as appropriate.

Confidentiality & Data Management

- Ensure all data-entry regarding employees and administration is input to our Client Management System (CRM) in a timely manner.
- Demonstrate awareness and understanding of administrative standards as well as applicable policies and procedures including references to the NDIS, confidentiality and participants rights.

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Policies, Procedures & Systems

- Adhere to, and comply with Headway organisational policies, processes and procedures, using appropriate systems where required.
- Model the organisation's values, play a role in raising the profile of these values and associated behaviours, including a positive contribution to workplace harmony and displaying cooperative team behaviour.
- Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).

Continuous Improvement

- Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals.
- Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.

Other

- Perform additional duties from time to time, as required by management or as stipulated in individual performance development plan.

REPORTING

Line Manager:	Chief Executive Officer
Manages:	Nil
Key Stakeholders:	All staff, management and volunteers, as well as Board Directors and CEO
Note:	Reporting arrangements may change from time to time depending on business requirements.

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KEY PERFORMANCE INDICATORS (KPI'S)

- Effective and thorough onboarding, induction/training, performance management and supervision of nominated administration staff.
- Timely, professional, accurate and high integrity management of all incoming and outgoing correspondence (email, phone, letters etc) on behalf of the CEO.
- Coordination of considered, effective and properly implemented standards of document and records management in both the CRM and QMS, including the training of new users and auditing of content as appropriate.
- Management of diaries, appointment setting, expense tracking, catering, travel arrangements and board related resources as part of Secretarial functions for the business and CEO.
- Provision of an efficient, effective and welcoming point of contact for actual and potential stakeholders of the business.
- Ability to manage and prioritise administrative tasks efficiently and effectively demonstrating a systematic and organised approach to work, for themselves and for others.
- Maintain a high level of discretion and confidentiality.
- Ability to work autonomously and lead within a small team, to appreciate differences and to build.
- Collaborative relationships which support administration processes.
- Demonstration of organisational and time management skills and the ability to prioritise tasks and timeframes.
- Demonstrated ability to communicate with relevant staff regarding issues to effectively problem solve and make operationally effective decisions.

KEY SELECTION CRITERIA (KSC)

1. Extensive experience in senior administration roles, including previous experience in the capacity of Executive Assistant or Office Manager (preferably in the NDIS environment).
2. Tertiary Office Administration or Business Management qualification such as Cert III Business Administration.
3. Proven experience answering high volume, at times complex and sensitive inbound calls and email correspondence, delivering high quality customer service, ideally within a medical or health care related environment.
4. Demonstrated capacity for leadership, preferably with previous experience in the management and supervision of other administrative staff.
5. Demonstrated ability to manage high standards of CRM and QMS content, record keeping and document controls, including the review and development of improved processes.
6. Demonstrated ability to remain calm under pressure, problem solve and make effective decisions where there are competing priorities, with excellent attention to detail.
7. Advanced user of the Microsoft Office suite and the ability to pick up new programs and business systems with ease.

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Compliance requirements for Employment Eligibility

Your employment is conditional on the provision of the following mandatory compliance items:

1. A "Clear" NDIS Workers Screen Check
2. A current Employee Working with Children Check
3. Australian Drivers Licence
4. Comprehensive Car Insurance

The above checks must be obtained and maintained at your own expense for the duration of your employment with Headway Gippsland Inc

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa
- Applicants will be subject to a probation period of six months
- Applicants must provide two professional reference checks

Approved

Name	Jenelle Henry
Position	CEO
Signature	
Date	

Incumbent Statement

I have read and understood the above position description and agree to all conditions contained herein

Name	
Signature	
Date	