

POSITION DESCRIPTION



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| Department: Shared Services |
| Position: Executive Support Officer |
| Position Classification Level: CSW Level 4/5 |
| Reports to: Chief Executive Officer |
| Employment Specifics: Full-time - Ongoing |

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES

Vision: A community where everyone matters and has the opportunity to fulfil their potential.

Mission: Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.

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| Values: | Courage | Integrity | Choice | Innovation | Collaboration |
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POSITION OBJECTIVE

The Executive Support Officer supports the company's strategic and operational activities by providing high-level administrative support to the Executive Leadership Team and Board of Directors.

KEY RESPONSIBILITIES AND DUTIES

- Provide high-level administrative support to the Executive Leadership Team including interacting daily to identify priorities and tasks.
- Deal professionally with highly sensitive and confidential issues that arise.
- Support and co-ordinate Executive Leadership Team input for developing agendas, proof reading, collating and preparing papers, reports, taking minutes of meetings and maintaining meeting records and registers.
- Preparation of reports/papers and assistance with scheduling of meetings, attendance at meetings and minute taking (where appropriate) for the Executive Leadership Team and the Board of Directors.
- Support the Executive Leadership Team in stakeholder management by developing and maintaining effective networks and relationships.
- Coordination of engagements and external events through managing enquiries and invitations, including compiling and preparing advanced presentation material for internal and external use.
- Communicate directly on behalf of the Executive Leadership Team, with Board members, and internal and external stakeholders.
- Manage the CEO's email, disseminate and interpret information to provide timely responses and ensure follow up of key items.
- Provide back-up support to Front Office by picking up calls and greeting visitors as required.
- Provide general and specific assistance as required by the Executive Leadership Team from time to time to achieve the organisation's business requirements to a high level of competency and timeliness.

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| Reviewed by | Human Resources | Review Date | 18/01/2021 |
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ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

1. Well-developed written and verbal communication skills with demonstrated ability to liaise and negotiate with people at all levels of the organisation.
2. Experience in preparing meetings, taking of minutes and maintain meeting records and registers.
3. Experience in preparing documentation and presentations for Executives.
4. Proficient event management skills including the ability to analyse issues, establish a course of action and adopt a proactive attitude with appropriate direction.
5. Demonstrated ability to use computer systems and packages (Outlook, Word, PowerPoint and Excel) to an advanced level.
6. High-level judgement in planning, designing and management of activities and the ability to deal effectively with competing deadlines and to manage multiple tasks simultaneously.
7. A strong client focus, excellent presentation and a demonstrated ability to contribute effectively within a team environment.
8. Ability to conduct research, compile reports tailored to end user requirements and meet tight deadlines.

QUALIFICATIONS AND/OR TRAINING

- Relevant three year degree in Business Administration or similar field and two year relevant experience; or
- Associate diploma in relevant field with three years of relevant experience; or
- Lesser formal qualifications with substantial years of relevant experience.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer.
- Occasional lifting, manual handling tasks (lifting and moving boxes/items).

GENERAL EMPLOYMENT INFORMATION

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

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| Employee Name | | Date | |
| Employee Signature | | | |