

POSITION DESCRIPTION

Position Title: Executive Assistant
Stream: Carer and Community Services

Relationships

Reporting To: Executive Manager – Carer and Community Services
Internal: All Carers Victoria staff members and volunteers. Primary contacts are with Program Managers from the same stream and with the Executive.
External: Carers, people being cared for, service providers, other professionals as required and members of the public.

Hours of work 0.8 EFT (60.8 hours per fortnight)

Classification Class 2B as per the Carers Victoria Agreement 2009

Overall Position Objective

To provide efficient administrative and day to day support to the Executive Manager.

This position:

- develops and maintains effective systems that improve the functioning of the Executive Manager role and the stream:
- is the point of contact for both internal and external enquiries
- provides excellent document preparation and management; and
- attends to work on the Executive Manager's behalf efficiently and with discretion.

General Selection Criteria

The following are applicable for all Carers Victoria positions:

- Commitment to the operation and culture of not-for-profit community organizations.
- Belief in social justice.
- Empathy and understanding of carers.
- Empathy and ability to work effectively with diverse communities.
- Commitment to maintaining a safe and healthy site environment for staff, clients and visitors.
- Cooperative work practices and contribution to a positive culture.
- Communication skills and the ability to liaise at all levels.
- Computer literacy to modern office standards including MS Office 2003.
- A sound understanding of systems and procedures.
- High level confidence and presentation skills.
- Ability to work "outside the square" and to undertake tasks simultaneously.
- Honesty, reliability and willingness to take direction.
- Initiative and sense of humour.
- A second language would be advantageous.

Specific Selection Criteria

Qualifications and experience

- Considerable experience in an office environment working in an executive assistant and administrative capacity supported by relevant education and/or training.
- Advanced level of skill using Microsoft Office suite of programs.
- Proven ability to manage time limited projects.
- Significant experience in minute taking

Knowledge, skills and abilities in the following areas:

- Confidence to take initiative
- Ability to design, implement and maintain effective office systems
- Ability to communicate effectively across all levels of the organisation and with key organisational contacts, prioritise and demonstrate flexibility in responding to a range of demands, sometimes conflicting
- Ability to work autonomously and as part of a team
- Ability to complete tasks on time and juggle multiple tasks
- Proficiency with diary management and travel / function bookings
- Experience with event management
- Ability to work under pressure and to deadlines
- Excellent interpersonal skills and ability to maintain confidentiality

STATEMENT OF DUTIES AND PERFORMANCE STANDARDS

Executive Assistant

Duties & responsibilities

Administrative

- Establish and maintain effective and efficient office systems
- Assist with high end document preparation
- Establish and maintain mail, email and document management
- Manage diaries
- Coordinate meetings, both internal and external
- Support meetings with minute taking, document management and agenda preparation
- Maintain office environment and equipment
- Manage bookings for travel, events and catering

Relationships

- Act as the first point of contact with people from both inside and outside the organisation
- Maintain own knowledge of internal and external key stakeholders ensuring positive and productive relationships are built and maintained.
- Effective, timely and confidential liaison on behalf of the Executive Manager with key stakeholders, including government representatives, funders, carers and service providers.
- Develop an environment conducive to harmonious and cooperative relationships
- Work cooperatively and collaboratively with other executive assistants and administrative staff

STATEMENT OF DUTIES AND PERFORMANCE STANDARDS - All Carers

Victoria Positions

Employment with Carers Victoria requires specific attributes as outlined in applicable Position Descriptions. The following are applicable for all positions:

Team work and collaboration

- Attend team, stream and other meetings. As required
- Support volunteers who assist in the work of the unit. On-going
- Assist in cross-team project activity and working groups. As required
- Assist with the general operations of the organisation. As required

Professional development

- A professional development plan will be developed and implemented in consultation with the staff member. As required
- Attend relevant group and/or individual seminars and training sessions. As required

Policy and procedures

- Comply with Carers Victoria Policy and Procedures. On-going
- Complete time sheets. Fortnightly
- Complete leave forms. As required
- Maintain records according to job responsibilities. As required

Period of Employment

The position's tenure and time fraction is as detailed in the letter of offer and acceptance, and as subsequently varied and documented.

A 7.6 hour working day between the hours of 8 am and 6 pm; some weekend and evening work may be required.

The position will be reviewed after six months and then on an annual basis as part of the Carers Victoria performance appraisal process.

Salary

Salary is as detailed in the letter of offer and acceptance.

Legislated productivity superannuation is paid by Carers Victoria into a complying fund.

A salary packaging service is available for staff.

Conditions

Social, Community, Home Care and Disability Services Industry Award 2010 and the Carers Victoria Agreement 2009.

Employment is subject to the presentation of a recent and satisfactory police record check, presentation of personal identification and presentation of relevant qualifications.

Place of Work

Carers Victoria, Level1, 37 Albert Street, Footscray 3011

Date approved: *August 2010*

Date to be reviewed: August 2011