



**POSITION DESCRIPTION**

<b>Position:</b>	Executive Assistant	<b>Reports to:</b>	CEO
<b>Award:</b>	SCHADS	<b>Classification:</b>	Level 4
<b>Status:</b>	Full-time	<b>Location:</b>	16 Hutt Street, Adelaide

**Purpose of Role**

The purpose of the Executive Assistant role is to provide the Chief Executive Officer (CEO) and Senior Management team with excellent administrative and operational support to ensure the ARAS office is highly functional and responsive.

As part of a small team in an evolving organisation, the Executive Assistant is a pivotal role in the office and in the organisation’s operations.

ARAS operates in a dynamic, rapidly changing environment which requires flexibility, adaptability, initiative as well as excellent organisation and problem-solving skills.

The Executive Assistant works with the CEO, Senior Managers and team members, as well as a broad range of stakeholders including Board members, Government representatives and departments, other Advocacy services, external businesses, and other state and national organisations.

<b>Key Responsibilities</b>	<b>Key Performance Indicators</b>
1. Administrative & Operational Support	1.1 Provide high-level administrative support to the CEO including diary management and travel arrangements. 1.2 Assist the CEO to maintain timely and effective internal and external communications. 1.3 Manage incoming and outgoing communication (telephone, electronic, hard copy and in person), ensuring it is responsive, welcoming and effective. 1.4 Draft and edit correspondence, communications, presentations and other documents. 1.5 Manage logistics for Board Meetings, and team meetings, and assist when required with workshops, events and functions. 1.6 Assist with preparation, formatting and distribution of agenda and associated papers for Board meetings, Board Committees, Team Meetings, and various other meetings. 1.7 Record, prepare and distribute meeting minutes and maintain organisational records. 1.8 Research, collect and analyse data and other information to prepare reports and documents.
2. Office management and organisation systems	2.1 Establish and implement organisational systems and processes to ensure a smooth running and efficient office including maintaining electronic and manual files and keeping records up to date, secure and

	<p>accessible</p> <p>2.2 Support the development, implementation, review and improvement of organisational policies, procedures and practices in areas such as HR, Workplace Health and Safety, IT, legal and regulatory compliance and office procedures.</p> <p>2.3 Assist the Finance team with purchasing, invoicing, reimbursements and financial record-keeping.</p> <p>2.4</p>
3. Communication and event management	<p>3.1 Develop and implement streamlined and user friendly systems, processes and tools to facilitate effective internal and external communication.</p> <p>3.2 Manage ARAS external calendar of events and internal Team Group Calendar.</p> <p>3.3 Liaise with the Media &amp; Communications Co-ordinator to develop and disseminate a variety of electronic and printed communication.</p> <p>3.4 Assist the Media &amp; Communications Co-ordinator with the ARAS website and social media presence.</p> <p>3.5 Support Education &amp; Events Co-ordinator with the planning and execution of functions and events.</p>
4. Continuous Quality Improvement	<p>4.1 Participate in organisational communication and development systems e.g. staff meetings, planning/review days, and QA programs.</p> <p>4.2 Adopt quality improvement principles to ensure improvement in practices and effective use of resources in order to improve performance of consumer services.</p> <p>4.3 Work with other team members to improve service outcomes for consumers and employees by effective complaint management, stakeholder feedback and responses to service audit processes.</p> <p>4.4 Participate in and contribute to Continuous Quality Improvement systems and any relevant quality review or accreditation.</p>
5. Personal & Professional Development	<p>5.1 Ensure the successful completion of individual training and development activities to update knowledge and skills relating to legislative, policy, and system, procedure, product and service requirements inherent in the current duties.</p> <p>5.2 Demonstrate knowledge of the organisation's policies and procedures and a commitment to keep updated on emerging changes.</p>
6. Know and apply ARAS policies and procedures	<p>6.1 Demonstrated alignment to the ARAS mission and values, including the strategic plan.</p> <p>6.2 Model and foster behaviours aligned with the ARAS Code of Conduct.</p> <p>6.3 Evidence of harmonious working relationships with other employees, volunteers and other stakeholders.</p> <p>6.4 Management of risk and ensure compliance with WHS to the highest standards.</p>

### Qualifications/Skills

- A degree in Business or Administration is required.
- A minimum of 5-10 years previous experience as an Executive Assistant in a small to medium organisation.
- Previous experience using a range of software and familiarity with setting up and utilising cloud based storage systems.
- Sound understanding of information and knowledge management principles and practices.
- Knowledge of not-for-profit reporting and regulatory requirements (i.e. ACNC).

- Previous experience or understanding of the not-for-profit sector.

**Knowledge and experience**

- Successful experience managing a dynamic, rapidly changing office and providing high-level administrative support.
- Demonstrated proficiency in the broad range of Microsoft Office products, particularly Word and Excel, and confidence in database development and management.
- Excellent oral and written interpersonal skills and demonstrated ability to interact with a diverse range of people.
- Demonstrated understanding and competence in managing the IT requirements of a small organisation.
- Experience in financial management such as purchasing, invoicing, reimbursements and budget management.
- Experience developing and implementing organisational systems and processes and an understanding of the challenges that face small organisations
- Proven capacity to produce high quality reports and documents in a timely manner for internal, external and Board purposes.
- Demonstrated initiative, flexibility and self-management skills and proven capacity to work in a small team within a fluid and dynamic environment with limited supervision.
- Strong team player within a diverse environment.
- High level organisational skills and the ability to multi-task and work under pressure to meet deadlines
- Sound analytical skills and an ability to work with discretion..

**Specific employment requirements**

- Satisfactory National Police Clearance required (must be less than 12 months old at time of joining).
- Work outside of normal office hours may be required from time to time.
- Current driving licence and willingness to drive for work purposes.
- Travel may be required within South Australia and interstate.

**MONITORING, EVALUATION AND REVIEW**

<b>Status:</b>	APPROVED	<b>Control:</b>	Human Resources
<b>Approved by:</b>	CEO	<b>Version:</b>	1.0
<b>Effective Date:</b>	June 2018	<b>Review Date:</b>	July 2019

**Acknowledgement**

*I, ..... acknowledge that I have read and understood the key position duties described in this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake additional duties relevant to the position that are not listed in this statement and that fall within my competency and skill set. I have received a copy of this Position Description.*

**Employee**

**Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Date** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Human Resources Manager**

**Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Date** \_\_\_\_/\_\_\_\_/\_\_\_\_