



Common Equity NSW Company Ltd
EXECUTIVE ASSISTANT / OFFICE MANAGER
POSITION DESCRIPTION

POSITION: Administration Officer	LOCATION: Sydney office
<p>Status: Permanent Hours: 35 hours per week worked between 9am to 5pm, on agreed days, with one hour for lunch Some after-hours work on an evening or weekend will be required at various times (flexi-time is available)</p>	<p>Award: SCHADS Level 6 Salary Range: To be confirmed</p>
SUPERVISOR	
<p>Responsible to: Operations Manager and reports to the CEO on EA activities</p>	
ROLE AND CONTEXT OF POSITION	
<p><i>Common Equity NSW Company Ltd (the company) is not for profit company operating in the co-operative housing sector with the individual housing co-operatives as members. The majority of co-operatives are located in the Sydney Metropolitan region with the balance located in regional areas of NSW. The company is funded from a portion of the rentals collected by the member co-operatives.</i></p> <p><i>The company holds assets of 520 properties on behalf of Housing NSW (HNSW), either through transfer of title or through leasing. The company in turn subleases these properties to individual member co-operatives. The individual co-operatives set and collect rents in accordance with HNSW policies, administer their own budget, allocate vacant properties in accordance with HNSW policies and carry out routine maintenance. The company provides education and resourcing to co-operatives, oversees and audits co-operative operations for compliance with policies, plans and carries out structural maintenance and capita/ upgrades to properties and manages housing growth through the use of surplus funds, borrowings and grants.</i></p> <p>The EA/Office Manager is responsible for the operational management of the office and minor procurement transactions. In particular, EA/Office Manager role</p>	

includes the following responsibilities:

- CEO and Board resourcing, minute taking (reports to the CEO on these matters)
- Manages complex and changing diaries, including scheduling, negotiating appointments and meetings and organising associated and supporting documentation
- Co-ordinates room bookings and equipment set up such as teleconferencing, video conference and catering when required.
- Maintain systems for recording and storing information
- Providing high level administrative support, including IT support to all Operational staff
- Onboarding of new employees, conducting orientation of new staff-including key policies, shared drive filing, hard copy filing, WHS, IT policy, fire safety, claims for reimbursement
- Maintaining Company online presentation, coordination and administration of website
- Preparing and designing Graphic for the Bulletin, quarterly newsletter and annual report
- Managing stationery and other purchase orders
- Handling customers enquiries and complaints
- Liaising with suppliers and stakeholders as required
- Maintaining diary management and travel bookings
- Maintaining the CENSW annual calendar of meetings, training, consultations and reporting
- Maintaining personnel files in hard and soft copy to ensure documents are both complete and stored to meet privacy requirements
- Maintaining various databases and registers
- Maintaining the integrity of the electronic shared file
- Maintaining and updating the administration manual
- Drafting letters, formatting documents, reports and charts
- Implementing post-outs and other notifications
- Managing incoming and outgoing postage
- Co-ordinating Staff and the Senior Leadership meetings and agendas
- Providing advice on use of office software and problem-solving
- Supporting functions coordination
- Supporting the marketing and fundraising initiatives of CENSW
- Organising and managing training days for the Board
- Organise and co-ordinate office administration and procedure in order to organise effectiveness, efficiency and safety in the office

LEVELS OF RESPONSIBILITY

The EA/Office Manager will be responsible for assisting the CEO and the efficient operation of managing the office activities of CENSW.

SUPERVISION

The EA/Office Manager will attend a fortnightly meeting with the Operations Manager, and weekly meetings with the CEO.

ANNUAL PERFORMANCE APPRAISAL

An annual supervision meeting will be held with the Operations Manager to review performance in line with this job description, review and revise the job description as necessary and identify areas for improvement and training.

CORE TASKS AND BEHAVIOURS

Core Behaviours refer to those tasks, attitudes and behaviours that apply to all staff regardless of position description or level of responsibility.

KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
1. Governance and Accountability	<p>All employees will</p> <ul style="list-style-type: none">• Adhere to the company policies and procedures including state & federal legislation, funding body service agreements, and industry standards• Write and complete work plans• Prepare a monthly progress report on outcomes• Document work in line with required standards• Undertake data collection• Perform all reasonable duties requested by the supervisor• Undertake a twice-yearly performance appraisal• Attend supervision sessions	<p>Demonstrated:</p> <ul style="list-style-type: none">• Familiarity with and application of all relevant regulations and standards• Appropriate monthly reports prepared and submitted• Work plans in place and appropriate• Communications clear and effective• All set duties carried out

2. Teamwork	<p>All employees will:</p> <ul style="list-style-type: none"> • Attend staff, team and casework meetings when required • Contribute to company planning relevant to own work • Contribute to a positive and cooperative work environment Follow through on commitments • Contribute to housekeeping tasks • Note and discuss areas for process improvement • Act to support cooperatives, management and other staff members 	<p>Demonstrated:</p> <ul style="list-style-type: none"> • Effective working relationships with other staff • Appropriate contributions to meetings • Appropriate contributions to planning activities • Supportive behaviour towards other staff and co-operatives. • Adapted to and/or suggested improvements to work processes
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3. Development	<p>All employees will:</p> <ul style="list-style-type: none"> • Participate in required training and ongoing professional education 	<p>Demonstrated:</p> <ul style="list-style-type: none"> • Improvements in skill or knowledge from development opportunities
4. Work Health And Safety	<p>All employees will:</p> <ul style="list-style-type: none"> • Understand the WH&S Policy, and how they can participate and support the implementation of WH&S policy 	<p>Demonstrated:</p> <ul style="list-style-type: none"> • Ability to identify safety hazards, report & document incidents or exercise duty of care
5. Values	<p>All employees will support the values statement of Common Equity NSW and support ethical behaviour in the workplace</p>	<p>Demonstrated:</p> <p>Ability to work collegially with team members and cooperatives, transparency re projects, personal responsibility for behaviour and tasks</p>
6. Quality Management	<p>All employees will support the quality management initiatives of the organisation</p>	<p>Demonstrated:</p> <p>Participation in audits and reviews related to team performance and property management, staff satisfaction</p>

POSITION SPECIFIC TASKS		
KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
<p>Area: Resource the CEO</p>	<p>Resource the CEO in the areas of:</p> <ul style="list-style-type: none"> • Preparation of reports and letters • Preparation of Agendas and Meeting papers for Board and Committees • Preparation of Minutes • Calendar and diary management • Email Inbox management • Maintain Personnel files and Business Continuity Plan • Assist Members of the Board • Assist the CEO to maintain timely and effective internal and external communications. 	<p>Reports and letters are generated in a timely manner and to a high standard</p> <p>Agenda is prepared and discussed with the CEO 2 weeks prior to the meeting. Papers are distributed in a timely fashion</p> <p>Minutes are of a high standard and completed within 1 week from meeting, filed correctly, signed off and all actions and referrals are correctly recorded.</p> <p>Diary is up to date and the calendar is issued annually by October each year.</p> <p>Ensure CEO emails are responded to in a timely manner and flag all urgent ones.</p> <p>Files included all relevant information and are stored securely in soft and hard copy.</p> <p>With travel/flights/accommodating, training, workshops etc.</p>
<p>Area: Managing Projects</p>	<p>To manage and coordinate the following projects:</p> <ul style="list-style-type: none"> • Monthly Bulletin and Quarterly Newsletters • Annual Report 	<p>Issued on schedule and of high quality. Manage staff to ensure timely quality articles as per specification.</p> <p>Annual Report is on time and of high quality and accuracy. Manage staff to ensure timely quality articles as per specification.</p>

	<ul style="list-style-type: none"> • Fundraising events and other marketing initiatives in liaison with the Project Manager • Maintain and update the website • Regional Meetings • Organising and co-ordinating Annual General Meeting • IT systems • Assisting CEO & Ops Manager with projects for the office as well as with external stakeholders and Co-ops 	<p>Agreed Marketing and Fundraising events are undertaken and well organised.</p> <p>Maintain 6 monthly check of information on website and update as necessary.</p> <p>Quarterly - Assist in organising and co-ordinating the logistics including, booking venues, catering, travel, papers, etc, ensure it runs smoothly.</p> <p>Every year CE hold AGM</p> <p>Assisting with office IT systems, Moving from MAC to Windows, from Remote desktop to normal windows. Greentree, emails, IT testing</p> <p>Eg Co-ops NSW event, Yearly overview of the events for all teams</p>
<p>Area: Event Management</p>	<p>Provide management and coordination of the following events:</p> <ul style="list-style-type: none"> • Organise the annual AGM • Organise Board Development Days / Workshops • Organise staff Development / Strategic /workshops/Training events • Organise Staff and Board Christmas events 	<p>Events are coordinated efficiently, venues booked, guests confirmed, dietary requirements catered for and ensure layout and equipment organised. Agreed outputs for specific projects are attained.</p>

<p>Area: Office Management</p>	<p>Provide Support in the following areas:</p> <ul style="list-style-type: none"> • Preparation of Reports • Mail-outs managed • Preparation of Staff and Senior Leadership meeting papers and minutes • Book travel, accommodation for all staff and Board Members • Onboarding of new Staff orientation • Provide an internal resource for use of Windows, layouts, formats, email management etc. • Ensure notifications are in place for annual office shutdown • Daily postage co-ordinated • Maintain registers for cab charges, training, Board Attendance, contacts, leave, photo permissions • Handle all enquires that come in by email and telephone, including customer complaints • Stationary order • Monitor and review office services with external stakeholders e.g. Plants, never fail, cleaners. 	<p>Reports and letters are generated in a timely manner and to a high standard</p> <p>Mail outs are efficient and on time. Ensure papers are generated and distributed in a timely manner and minutes are of a high standard.</p> <p>Travel and Accommodation booked, communicated and policies adhered to</p> <p>New staff receive orientation and orientation papers in personnel file which is prepared and filed electronically and hard copy.</p> <p>Staffs have a go-to person to assist with best use of software applications and other software issues. Office phones have adjusted messages and all shutdown procedures adhered to</p> <p>Post is collected and cleared daily on days of work.</p> <p>Maintain all registers.</p> <p>Ensure all enquiries handled in a timely and professional manner.</p> <p>Office suppliers are replenished fortnightly</p>
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<p>Area: Office Management</p>	<ul style="list-style-type: none"> • Develop and implement new administrative systems • Provide general support to visitors • Co-ordinate office staff activities to ensure maximum efficiency • Responsible for developing and implementing office policies by setting up procedure and standards to guide the operation of the office e.g. Travel forms • Assisting external organisation SDAA with secretarial duties. • Reconciling CEO's Credit card statements 	<p>Organise and co-ordinate office administration and procedure in order to organise effectiveness efficiency and safety</p> <p>Co-ordinating room bookings, setting up meeting room as well as telephone conferencing/video, catering, papers etc.</p>
<p>Area: Other Duties</p>	<p>Carry out any other duties and responsibilities determined from time to time by the CEO and office staff.</p>	

SELECTION CRITERIA

Qualifications:

- Relevant degree or vocational qualification

Experience:

- High-level extensive executive and administrative support. Experience with administrative processes, office procedure and office software.
- Advanced knowledge and experience in MS Office, Outlook and managing records management system.
- Manages complex and changing diaries, including scheduling, negotiating appointments and meetings and organising associated and supporting documentation.
- Working with Board members and taking minutes at a high level
- Ability to balance conflicting priorities and to work to deadlines
- High level written and oral communication skills and the ability to communicate and liaise effectively and sensitivity at all levels both internally and externally.
- Managing data, mail outs and letter drafting
- Planning and organising functions and events. Organising and managing travel arrangements, catering location confirmation etc.
- Developing newsletters and other communication tools
- Some experience in marketing and/or fundraising is desirable but not essential
- High degree of professionalism and judgement with the ability to maintain a high level of confidentiality
- Acting as the point of contact among executives, employees, clients and other external partners
- Manage logistics for Board Meetings, Team meetings, Regionals, workshops, events and functions.

Skills-essential:

- Competency with Adobe Pro, In-Design, Photoshop and Illustrator
- Competency with WordPress
- Ability to work in a co-operative and professional manner with others as well as independently
- Demonstrated competency in office administration, and administrative systems
- Minute taking
- Demonstrated high competency in Word, Excel, PowerPoint and software usage in office environments
- Capacity to self-organise and priorities high workload
- Written and oral communication skills
- Well organised and great time management skills
- Competent computer and data base skills
- Initiative and motivation
- Marketing and fundraising
- Website development

CERTIFICATION

I have carefully reviewed this Position Description and am satisfied that it fully and accurately describes the requirements of the position

EXECUTIVE ASSISTANT / OFFICE MANAGER

Signature: _____

Date:

I have read this document and agree to undertake the duties and responsibilities as listed above. I acknowledge this profile is only an indicative indication of tasks and understand that I may be required to undertake additional duties and responsibilities from time to time that are not detailed herein, yet within or aligned to my skills set.

DOCUMENT DATE

Original document: May 2014. Revised February 2019