

POSITION TITLE:	Executive Support Officer		
REPORTS TO:	CEO		
POSITION CLASSIFICATION:	Part Time / Full Time Permanent		
AWARD/CERTIFIED AGREEMENT:	Social, Community, Home care and Disabilities Award 2010 and CMY Collective Agreement 2015-2018 or any replacement agreement.		
LOCATION:	Carlton	APPROVED BY:	CEO
SALARY:	SCHADS Level 6 plus: <ul style="list-style-type: none"> <li>• Access to salary packaging</li> <li>• Superannuation at 9.5%</li> <li>• Annual leave loading</li> <li>• Generous entitlements including cultural leave options and flexible work arrangements</li> </ul>	LAST UPDATED:	January 2020

### About CMY

The Centre for Multicultural Youth (CMY) is a not-for-profit organisation based in Victoria, providing specialist knowledge and support to young people from refugee and migrant backgrounds. Our vision is that young people from migrant and refugee backgrounds are connected, empowered and influential Australians. Through a combination of specialist support services, training and consultancy, knowledge sharing and advocacy, we are working to remove the barriers young people face as they make Australia their home

### About the Program Area

This role sits within the Office of the CEO, primarily supporting the Board and the Executive Management team of CMY. It also works closely and in collaboration with CMY's People and Culture area that provides Human Resources (HR), Operations and Communications support to 140 staff across 10 sites dispersed throughout Victoria. The People & Culture area ensures that CMY operations are appropriately resourced, accountable and sustainable and can deliver the very best services to our stakeholders.

<b>POSITION SUMMARY:</b>
<p><b>Executive Support Officer (ESO)</b> - This role is focused on providing personalised support to the CEO, as well as secretariat support to the Board and the Executive Leadership team of CMY.</p> <p>The ESO also works in collaboration with CMY's support services teams which includes People and Culture (HR, Administration and Media/Communications) and Finance providing business partnering support from the head office in Carlton across sites in metro and regional Victoria. The support services team ensures that CMY's operations run efficiently and effectively by being appropriately resourced, accountable and sustainable to deliver the very best services to our stakeholders aligned with our strategic values, goals and priorities.</p> <p>The ESO provides administrative, policy and documentation support to the CEO. The role facilitates communications for and on behalf of the CEO, with a key responsibility being the provision of secretarial support to the CMY board of governance. The role also liaises with stakeholders, coordinates meetings and travel arrangements and undertakes digital record keeping for specific projects as negotiated with, and delegated by the CEO.</p>

Additionally, the ESO will also provide administrative support to the Executive Leadership Team of CMY in the key responsibility areas as outlined below.

#### JOB RESPONSIBILITIES:

##### Administration

- Co-ordinate and maintain high level executive assistance to the CEO in the management of correspondence, diary scheduling and external communication;
- Monitor incoming calls to the CEO and the effective time management of the CEO and the Executive Leadership Team schedules;
- Ensure that urgent enquiries and emerging issues are brought to the CEO's attention in a timely manner;
- Arrange all CEO travel arrangements and attendance at events and conferences;
- Provide executive support to the CEO in the management of internal matters including: staff enquiries, meetings and internal liaison;
- Create and develop high quality written communications for the CEO which understand and promote the CEO's voice. This may include drafting of briefings, presentations and speeches;
- Governance secretariat – provide full range of secretariat support for the Board, committees and the Executive Leadership Team meetings; including coordination of venues, production and distribution of meeting notices, agendas and minutes, document preparation for digital uploading;
- Assist with collection and collation of organisational performance reporting requirements as directed by the CEO (e.g. Board reports, Strategy Documents, KPIs and RACI, and work plans and evaluation data);
- Organise meetings (physical and virtual) for Executive Leadership team members as required;
- Attend weekly Executive team meetings, provide agenda and take minutes and circulate agreed actions;
- Co-ordinate executive correspondence & communication on behalf of CMY;
- Develop new and modify existing templates for office related documents;
- Independently problem solve a range of relationship, administrative and scheduling challenges on behalf of the CEO;
- Identify, anticipate and prepare information requirements of the Executive Managers for meetings, appointments, presentations etc and follow up inward and outwards requests for information, outstanding reports, and correspondence;
- Ability to identify opportunities for change and continuous improvement initiatives;
- Undertake projects at the direction of the CEO; and
- Assist in reception relief and administration overflow as directed by the CEO.

##### Digital Documentation and Record Keeping

- Use and maintain cloud-based tools and apps such as; internal CRM database, MS Suite /Outlook, Google apps. and social media to ensure the integrity and currency of data;
- File management – With the Operations Manager, review and streamline the shared drive structure. Develop and distribute protocols for version control;
- Manage the storage and recording of information necessary for the completion of the CEO's responsibilities including managing filing systems, and developing digital documentation.
- Maintain the organisation of digital document storage and internal hard drives;
- Create engaging presentation materials for the CEO to deliver to internal and external stakeholders;
- Arrange for appropriate briefing notes and documentation for the CEO to reference for internal and external stakeholder presentations;

- Co-ordinate the documentation for the One CMY team meeting (inputs) and ensure the outcomes (outputs) are actioned, followed up and archived in a timely manner; and
- Maintain accurate and up to date organisational data so that the Executive Managers can review high level indicators, for example contacts and campaign reporting, macro KPIs and RACI.

#### Stakeholder and Event Management

- Initiate, develop and maintain a broad range of external stakeholder relationships, including liaising with government officials, and executives from peak bodies and other relevant not for profit organisations and key interest groups to advance our work and strategic directions;
- Co-ordinate the CMY events requiring CEO involvement especially with political stakeholders at the federal, state and local levels;
- Liaise with the Communications and Media team to identify and respond to opportunities for CMY brand awareness and positioning;
- Assist the Communications and Media team in Events Management in the organisation of executive team events externally and internally to CMY;
- Project Support – provide ad-hoc project & administration support to the CEO for organisation-led initiatives; provide ad-hoc support to the Manager Partnerships & Events; and
- Consistent with the strategic directions of CMY, carry out all other duties as directed by the CEO.

#### POSITION REQUIREMENTS:

##### KEY SKILLS

##### Planning and Organising

- Ability to prioritise administrative duties, organise and prioritise work for self and Executive Leadership Team in an environment with multiple and conflicting demands
- Capacity to balance the need to operate independently or work as part of a team, as tasks require

##### Administration

- Excellent attention to detail and organisational skills with the capacity to build strong team relationships, work effectively in team environment, and initiate process improvements where required
- Ability to maintain confidentiality and handle sensitive matters diplomatically and discreetly
- Ability to deliver outcomes utilising more efficient and effective work practices

##### Communication

- Ability to communicate effectively both internally and externally with a range of stakeholders contributing to a positive team dynamic
- Great telephone manner
- Excellent customer service skills
- Well developed writing skills with high attention to detail

##### IT and Data Management

- Intermediate to high level skills in MS Word and Excel, PowerPoint, Email (Outlook preferable), Internet other cloud based software (e.g. Google apps) and data management systems
- Accurate typing -40+wpm
- Contemporary IT knowledge, troubleshooting skills and engagement with sourced IT service providers

#### KEY BEHAVIOURS

<b>AGILITY</b>	Collaborates with diverse stakeholders, is open to possibilities, adapts to meet changing requirements and delivers required outcomes
<b>PROACTIVE &amp; RESILIENT</b>	Highly self-motivated with emotional maturity and resilience
<b>BUSINESS ACUMEN</b>	Confident professional who applies knowledge of the organisation and the sector to advance CMY's vision, values and goals
<b>PROFESSIONALISM</b>	Gains the confidence of trust of others through honesty, integrity and authenticity

#### KEY SELECTION CRITERIA:

1. Outstanding interpersonal skills, flexibility, patience, and ability to relate well to all levels of CMY stakeholders including the ability to liaise with a diverse range of internal and external stakeholders including government, not for profit and corporate representatives to achieve set objectives;
2. Highly experienced with Executive & Board reporting and key metrics to provide progress updates and process improvements;
3. Excellence in relationship management skills; strong interpersonal skills – including building effective relationships, positive interaction and effective problem solving to a resolution;
4. Demonstrated initiative, flexibility and adaptability to project plans, time management & organisational skills; capable of meeting deadlines and prioritising competing tasks;
5. Proven ability to communicate effectively in writing & with oral communication ;
6. Proven ability & advanced skills in the Microsoft suite of Office programs (particularly Word, PowerPoint, Excel and Outlook) and experience creating executive level dashboards;
7. Experience in typing letters, reports, minutes, agendas and general correspondence, report writing skills and ability to summarise key issues and themes; and
8. Understanding of project management principles and application of relevant associated tools.

#### QUALIFICATIONS:

- 5+ years executive support, administration and/or secretarial experience; demonstrated, high level secretariat skills and able to maintain confidentiality;
- Diploma in Business Administration; and
- Not for profit or cause related executive support experience

#### ADDITIONAL INFORMATION:

- CMY takes Child Safety seriously and short listed candidates are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. These include but are not limited to Police Record and Working with Child Checks, and child safety focused referee checks;
- Applicants must have the right to work in Australia;
- CMY is an Equal Opportunity Employer;
- In the context of Occupational Health and Safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S;
- This role requires a capacity to work flexible hours including evenings and occasionally on weekends; and

- A current driver's license is preferred

GENERAL REQUIREMENTS:
<ul style="list-style-type: none"> <li>• Demonstrate CMY values and behaviours Participation, Diversity and Human Rights;</li> <li>• Comply with the Employee Code of Conduct;</li> <li>• Comply with CMY policies, procedures and regulations; and</li> <li>• Consistent with the strategic directions of CMY carry out all other duties as directed.</li> </ul>

CMY KEY OBJECTIVES AND ACTION STRATEGIES:
<ul style="list-style-type: none"> <li>• <b>My Community</b> Young people are <i>connected, belong and contribute</i> to their families and the community.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>My Journey</b> Young people are <i>empowered to access opportunities</i> and actively shape their own futures.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>My Voice</b> Young people are <i>understood, accurately represented and influential</i>.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>My CMY</b> CMY is a strong partner and recognised leader in working with diverse young people.</li> </ul>

I have read, understood and approve the above position description:

Manager Name .....

Manager Signature ..... Date ..... /..... /.....

I have read, understood and accept the above position description:

Employee Name .....

Employee Signature ..... Date ..... /..... /.....