



Position Description: Executive Assistant

Position Summary

The Executive Assistant primary responsibilities are to provide administrative support to the Switchboard CEO.

Applications close

23 March 2020.

About Switchboard Victoria (Inc.)

Switchboard Victoria is a community-based, not for profit organisation that provides peer-based, volunteer driven support services for Lesbian, Gay, Bisexual, Trans and gender diverse, Intersex, Queer, Asexual and more (LGBTIQA+) people and their friends, families and allies.

Our current activities include:

- **Phone and web counselling and referral**, as Victorian partner in the QLife national telephone and web counselling, information and referral service, a free peer-based, volunteer delivered service for LGBTIQA+ people and those with questions or concerns about LGBTIQA+ issues.
- **Out and About Community communications for older people**, including a volunteer delivered social home visiting services for LGBTIQA+ Victorians at risk of social isolation
- **LGBTIQA+ family violence and intimate partner violence services**, Switchboard's primary service delivery role is managing after hours telephone support.
- **Suicide prevention**, including research and development of suicide prevention resources and programs for LGBTIQA+ communities.
- **QTIPoC Programs**. In consultation with key stakeholders, Switchboard's QTIPoC Programs will build on our previous QTIPoC Project in continuing to build internal capacity in relation to meeting QTIPoC community needs, and extend into targeted services as outlined below.

For more information please visit our website www.switchboard.org.au.

Title	Executive Assistant
Organisation	Switchboard Victoria (Inc)
Employment type	Minimum 15 hours per week
Classification & remuneration	\$33.06 per hour, exclusive of superannuation and per the Level 4.1 in the Social, Community, Home Care and Disability Service Industry Award 2010 [MA0000100] Tax benefit available from salary sacrifice, package of up to \$15,899.
Location	Melbourne CBD till June 2020, then St Kilda (Pride Centre)
Reports to	CEO
Direct reports	None



Role Purpose

The Executive Assistant (EA) to the Chief Executive Officer (CEO) provides efficient, professional and confidential executive support to the CEO using a range of effective and high-level administrative skills to enhance the CEO's effectiveness. Some day to day tasks include providing information/briefings, diary management and record management support.

Essential Duties

- Provide Executive level support to the CEO.
- Coordinate meetings for the CEO, including coordination of attendees, organising pre-brief where required and record of minutes, as required.
- Maintains CEO appointment schedule by planning and scheduling meetings, conferences, teleconferences, and travel.
- Implement and review systems to ensure the smooth and efficient functioning of the office of the CEO, such as managing business schedules, calendars, including arranging meetings, conference calls and booking appointments.
- Organise and arrange travel, accommodation, expenses, filing and related administration for the CEO and other staff that might be accompanying them.
- Scheduling and coordination of meetings and attending to all the meeting requirements to ensure the smooth conduct and support of CEO meetings and monthly staff meetings.
- Produces information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics.
- Conserves executive's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analysing

Additional Duties

- Attend staff and volunteer training activities where appropriate
- Supporting Switchboard training days, internal meetings and events through booking of venues and organising catering

Essential requirements

- Applicant must identify as part of the lesbian, gay, bisexual, transgender, gender diverse, Intersex, asexual communities (LGBTIQA) [Switchboard Victoria has an exemption under the Equal Employment]
- At least three years' experience in administrative support work
- An understanding of the issues faced by members of the lesbian, gay, bisexual, transgender and intersex (LGBTI) communities and an understanding that you will be working within an LGBTQI identifying workforce
- Sophisticated oral and written, interpersonal, client relationship management and conflict resolution skills
- Highly developed organisational and time management skills; high level of initiative and problem-solving skill capacity.
- Demonstrated high level attention to detail.
- Ability to work cooperatively and flexibly to fulfil individual and team performance.
- An understanding of WH&S principles in the workplace and a capacity to work safely within these principles
- Readiness to learn and develop skills on how to work safely in an environment that supports people experiencing suicidality, family violence, isolation and poor mental health.
- Understands why an intersectional approach is needed to community-based work

Desirable Requirements

- At least 5 years administrative experience including at executive level and working directly with a CEO or equivalent.
- Demonstrated high level experience in a similar position
- Experience in troubleshooting IT Problems



Conditions of recruitment

Application and interview against selection criteria and appropriate referee checks
Appointment upon successful completion relevant National Police Check and Working with Children Check. The successful application must abide by the Switchboard code of conduct and policies and procedures. The successful candidate must have a right to work in Australia.

How to apply for this job

Please apply with your Resume and Cover letter a document addressing the **essential requirements** and nominating three professional referees, one must be from a direct line manager. Written applications are to be emailed to: ceo@switchboard.org.au using the subject line: Executive Assistant – Switchboard.

Switchboard especially welcomes and encourages applications from people who are Aboriginal and/or Torres Strait Islander; trans, gender diverse or intersex; people with disabilities; Sex Workers; live with HIV, are culturally and linguistically diverse (CALD), People of Colour or People of Faith

Applications close: Monday March 23 2020

For more information on the role please contact George and their details are below:

Contact: George Munro

Email: George.munro@switchboard.org.au

Website: www.switchboard.org.au

Phone: 03 9663 2474