Information Package
Executive Assistant / Operations Support

Reports to	Kerry Graham – Director (Executive & Board Support); and Heidi Jasprizza – Finance and Operations Manager
Location	Home office
Capacity	Full time (1 FTE) Fixed term contract ending 30 June 2022
Salary Range	$75k - $78k + super per annum

BACKGROUND

Collaboration for Impact exists to create a more equitable and inclusive Australia where people, place and planet thrive. Our purpose is to build a powerful movement of people able to change systems and drive large-scale impact.

We believe in a society that is able to solve complex challenges, seize opportunities and thrive, with communities at the centre of the decisions that affect them. We believe in a society that acknowledges and values the resilience, knowledge, wisdom and teachings of the oldest living culture on the planet. We are helping create this future by:

- Increasing the capacity of changemakers everywhere to think and act systemically
- Building the collaborative capacity required to address Australia's unreconciled history of colonisation

Established by Co-Founders as a startup social business in 2015 providing direct support to collaborations, CFI is now an established network of expert practitioners in collaboration and systems change providing capacity building to over 40 initiatives nationwide. CFI has experienced extraordinary growth over the past few years, transitioning from a core team of Directors and General Manager to a team of 12 staff and a network of 25 practitioners. CFI is in the process of transitioning to scale on a number of fronts, including:

- **From** a network of peer practitioners **to** a network for impact with a focus on learning and development, quality assurance and movement building.
- **From** CoFounder led **to** CEO and board governance structure with emphasis on increased decision making across the network whilst working on a scenario process for a future governance structure
- **From** a stretched core team with lead team members implementing to **a** well-resourced core team with adequate implementation support.

ROLE PURPOSE

The Executive Assistant / Operations Support serves to:
- Provide responsive and comprehensive secretarial and administrative support to the Executive Directors and the Board to meet strategic objectives.
- Ensure the efficient and effective day-to-day operations of the organisation, to support the core team in their activities.

POSITION RESPONSIBILITIES

Key result areas:

Executive and Board Support
- Diary management and support for two CoDirectors & CEO
- Prepare and edit correspondence, communications, presentations and other documents as required by executive team
- Provide secretarial support to support effective governance (including preparation for reporting packs for the Board in advance of a minimum of three Board meetings per year)

Meeting and Travel Management
- Travel Management (Core Team/Network)
- Manage logistics of a range of meetings, including Board, internal team, projects, and the public CFI learning calendar

Operations and IT Management
- Development and implementation of operations, policies, procedures, and other internal systems
- Key support towards the implementation of a CRM, migration and maintaining records of CFI contacts Serve as first point of contact for IT support requests, to triage and resolve issues (with outsourced IT company to be scoped)
- Manage IT infrastructure and business systems, including suppliers, hardware, software, databases, and other resources
- Manage office facilities and equipment, including procurement, remote office environments and processes
- Keep records and maintain document repositories (hardcopy and digital)
- Support Finance & Operations manager as required with automation and continuous improvement options

HR Management
- Administer and support implementation of HR management activities, including recruitment, interview process, induction, onboarding, offboarding, record maintenance and team culture
- Liaise with contractors/suppliers, and support subcontractor management activities with other Leads including Network Members

- Other duties as requested.

NB: The above key accountabilities and responsibilities are intended to describe the general nature and level of work being performed by incumbent(s) appointed to this role. They are not intended to be an exhaustive list of all responsibilities, duties and skills required to perform the role.

SPECIALIST REQUIREMENTS

Experience and Knowledge
- Successful prior Executive Assistant support with minimum 5 years' experience with CEO/senior executives/Boards
- Experience in working within a remote team
- Experience in admin/executive assistant, event/project manager, office manager/operational support roles
- Experience in an organisation of equivalent size and level of complexity in business/NFP
- Experience in collaborations across organisations and sectors
- Experience in technology projects
- Demonstrated skills and knowledge of a range of business functions and systems

Skills and attributes
- Thrives in a dynamic and innovative working environment
- Is flexible and able to adapt to change
- Able to work effectively with different leadership and working styles
- Able to manage and clarify requirements and expectations
- Excellent time management skills to be able to prioritise and work systematically through multiple tasks
- Balance attention to detail and big picture perspective
- Proactive and able to anticipate
- Have well-developed organisational and planning skills
- Communicates effectively in writing and verbally
- Have analytical and superior problem-solving skills
- Able to work autonomously and with ambiguity
- Sound judgement and sense of professional discretion
- Has integrity, is honest and ethical
- Technologically savvy and up to date knowledge of latest IT and software trends
- Observant and a fast learner, seeks feedback
- Resilient and perseveres - can do attitude
- Enjoys helping people, and play as a team

KEY PERFORMANCE INDICATORS

Across all key result areas:
- Timeliness – all tasks and responses must be completed timely within the expectations of the stakeholders served, especially with managing diaries, meetings and projects
- Accuracy – all tasks and information must be prepared and maintained accurately
- Compliant – be aware of and adhere to regulatory standards and organisational policies
- Consistency – regular reporting (keeping stakeholders duly informed) and reliable performance
- Helpfulness – always adding value and increase the level of satisfaction and productivity of Executives and the core team
- Proactiveness – anticipate preventing issues from arising; seek to improve continuously effectiveness and efficiency

Key responsibility	Deliverable and metric
Executive & Board Support	
Diary management and support to Liz, Kerry & CEO	Diaries for Directors are executed with 100% accuracy & timeliness All calendar invites to have Zoom link, phone # or address by 5:00pm AEST the day before
Prepare and edit correspondence, communications, presentations and other documents as required by executive team	Task requests are completed within agreed timeframes and accurately to meet requirements 100% Proactively clarify requirements to ensure progress and quality
Provide secretarial support to support effective governance (including preparation for reporting packs for the Board in advance of a minimum of three Board meetings per year)	Agree on the Board reporting cycle, processes and meeting schedule for the FY with Directors and key staff. Meetings and reminders to be scheduled a year in advance, and reminders one week prior to the requirements due. Directors to receive meeting papers 1 week in advance and minutes within a week of the meeting. All meeting papers are prepared with 100% accuracy and timeliness, consistent with ACNC and organisational requirements.
Meeting and Travel management	
Management and logistics of a range of meetings for internal team, including the board, projects and the public CFI learning calendar	Meeting support is 100% timely, accurate and responsive to requirements of the stakeholders served. Regular communication to keep stakeholders informed of progress/changes and/or manage expectations
Travel Management (Team/Network)	Travel and accommodation are booked timely, accurately and represent good value for money. Booking confirmations are communicated and addressed timely.

Operations and IT Management	
Scope, recommend and engage outsourced IT company	Outsourced IT Contractor engaged by 31 Jan 2021
Serve as first point of contact for IT support requests, to triage and resolve issues	Staff support queries are dealt with in a prompt (within 12 hours) and helpful manner Where immediate resolution is not possible, escalate promptly and coordinate between the staff and IT contractor (within 24 hours). Monitor the queries and issues to understand their nature to improve future approach, implement preventative measures, in collaboration with the IT contractor.
Manage office facilities, subscription services and equipment, including procurement, remote office environments and processes	The productivity needs of staff are met, and if not met, understood and addressed. All issues to be documented as required. Ensure the best use is made of budget and technology to provide efficient and effective administrative services. Seek to continuously improve efficiency and effectiveness.
Keep records and maintain document repositories (hardcopy and digital)	Ensure there is an effective and efficient workflow to recordkeeping and filing so that staff have access to accurate and timely information.
HR Management	
Support implementation of HR management activities, including recruitment, induction, training, onboarding & offboarding	Recruitment process tasks are completed within agreed timeframes and accurately. Employment, subcontractor and Network agreements drafted and ready for execution in line with the Manager engaging said team member - in most cases a minimum of 24hours ahead of deadline. New team member induction packs including access to key CFI systems including email, Basecamp, DropBox, Harvest, Zoom etc are ready 24hours prior to the team members commencement date. New team member onboarding checklists are completed within 7 days of commencement date.

HOW TO APPLY

Please submit your application to **admin@collaborationforimpact.com** with the Subject Heading: *EA/Operations Support – [your name]*

and include:

- A current resume including two (2) professional referees; and
- A two-three page statement outlining your relevant **Experience and Knowledge** you bring to the role.

Applications close 5:00pm AEDT Wednesday 21 October 2020

For further information please email admin@collaborationforimpact.com