

Position description

Title	Executive Assistant
Reports to	General Manager/s
Classification & Salary	SCHCADS Level 5 (plus super and salary packaging)
Employment Status	Full time permanent
Primary Location	La Trobe Street
Date	October 2021

Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

- With a primary responsibility of supporting the Directors/General Managers within the leading our enabling services, provide support as needed to ensure that company goals and objectives are accomplished, and operations run efficiently
- Maintain and refine internal processes that support the organisation, coordinating internal and external resources to expedite workflow
- Manage communication between the executive and employees, liaising with internal and external stakeholders as directed

Key Responsibilities

- Manage scheduling, including agendas, mail, email, calls, travel arrangements, client management, and other organisation requirements
- Coordinate complex scheduling and extensive calendar management, as well as management of content and flow of information to senior executives and employees
- Manage, coordinate, and arrange travel and travel-related activities, including hotel booking, transportation, and meal coordination
- Enhancing executives' effectiveness through the provision of information and records management and administrative support
- Maintain professionalism and strict confidentiality with all documents, and exercise discretion when interfacing with the organisation
- Organise team communications and plan events, both internally and offsite
- Manage executive leaders' expenses in line with organisational delegation and authorisation levels

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications and Mandatory Requirements

- Substantial experience supporting an executive leader
- A high degree of professionalism and judgement
- Proven ability to maintain a high level of confidentiality
- Highly organised with excellent attention to detail
- High-level written and oral communication skills and the ability to communicate and liaise effectively and sensitively with all internal and external stakeholders
- An ability to balance conflicting priorities and to work to deadlines
- Advanced knowledge and experience in MS Office, Outlook and records management systems
- An ability to support productive relationships with a demonstrated ability to work as part of a team and independently and with people at all levels
- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement

Key Selection Criteria

1. Substantial experience supporting an executive leader
2. Proven ability to maintain a high level of confidentiality
3. Exceptional organisational skills with a passion for planning, organising and prioritising administrative tasks and systems, including managing competing tasks rapidly and ensuring deadlines are met under pressure
4. Capacity to be proactive, assertive, and work well under pressure or within tight time frames
5. Excellent interpersonal skills with the ability to establish friendly and professional rapport with a wide range of stakeholders
6. Proficiency in Microsoft Office including Outlook, Excel, Word and PowerPoint
7. An ability to support productive relationships with a demonstrated ability to work as part of a team and independently and with people at all levels
8. Demonstrates commitment to the values of GSANZ
9. A satisfactory Police Check
10. A current Working with Children's Check (WWCC)

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Work Health and Safety (WH&S): All team members 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 cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.