



Role and Responsibility Statement

Executive Assistant (including Governance)

Overview

Reports to:	Chief Executive Officer (CEO)
Position classification:	Social, Community, Home Care and Disability Services – Salary
Employment status:	Full time
Hours:	76 Hours per fortnight (flexible to meet Board and CEO needs)

About Regional Housing Limited (RHL)

Vision

Every person has a home

Mission

RHL develops, manages and facilitates housing and support for people in need with a range of communities and partners.

Position Objective

The Executive Assistant is responsible for providing key confidential administrative support to the Executive Leadership Team as well as overseeing and managing all governance and secretariat services to the RHL Board of Directors alongside, and reporting to, the CEO.

The position is responsible for the delivery of a timely, efficient, high level office administration, information co-ordination and confidential support service for the CEO, Board of Directors, Board Sub Committees, and the Executive Leadership Team as required.

In conjunction with the Executive Leadership Team and under direction of the CEO, proactively contribute to the review and maintenance of RHL's governance policy and procedures.

Primary Duties

- As directed by the CEO, provide high level, confidential executive, and office administration services to the Board of Directors in a timely and efficient manner.
- Provide additional high level administrative support also to the Executive Leadership team as required.
- Proactively manage correspondence, both emails and letters received. This includes preparation of responses and briefing notes as required, keeping the CEO updated.
- Maintain and report on a current log of correspondence and commitments and chase up items approaching the due date.
- As directed by the CEO, provide timely, effective appointment management by prioritising and organising meetings with internal and external stakeholders.
- Meet Key Performance Indicators as required (attachment available to employees – KPI EA).
- Coordinate travel and accommodation arrangements as required.
- Provide a high standard of confidential secretarial and administrative services including but not limited to correspondence, flying minutes to the Board of Directors and Board Committees. This will include ensuring deadlines are met, compiling, and distributing meeting papers for the Board of Directors and correspondence with the Directors and other stakeholders.

- Coordinate the Annual General Meeting of the organisation including event management and document preparation
- Assist Executive Leadership Team with recruitment procedures for Directors and Financial Members including posting of job advertisements, scheduling of interviews and new Director inductions.
- Update and maintain all registers, including Board and Financial Members registers.
- Liaise with key internal stakeholders ensuring governance requirements are proactively identified and addressed contributing to organisational excellence.
- Contribute to the review and maintenance of RHL policies and procedures.
- Demonstrate inspirational teamwork by action and support as directed by the CEO congruent with RHL values and behavioural competencies.
- Contribute to the achievement of RHL strategic goals and undertake work on specific projects when required or perform any other duties as requested.
- Actively participate and assist with duties or tasks related to risk minimisation and safety of yourself and others.
- Ensure relevant internal and external customer service in accordance with statutory requirements, program guidelines and RHL policy and undertake specific training required as appropriate.
- Actively contribute to an inclusive and supportive RHL culture by sharing knowledge and skills and supporting organisation at all times, particularly when working on shared tasks.

Core Behavioural Competencies

Customer Service Orientation

- Team member successfully develops effective internal and external workplace relationships by listening to and making efforts to understand our stakeholders (e.g. clients, suppliers, key stakeholders, as well as other team members).
- Team member anticipates the Customer needs and provides solutions to those needs; prioritising customer satisfaction.
- Team member displays empathy, tolerance and understanding of Customers challenges and provides guidance, (advocacy where appropriate) and assistance.

Planning / Work Management

- Team member effectively manages their time and resources to ensure that their work responsibilities assigned are completed efficiently and effectively – with a strategic focus on productivity, setting and achieving goals, and when required to achieve outcomes, they are successful at establishing procedures to monitor the results of their key accountabilities, assignments or projects.
- Where team member finds they have capacity, they are proactive in providing and or offering support to others.

Positive and Proactive Attitude

- Team member is observed possessing and continually cultivating a positive attitude within the work environment toward colleagues as well as problem solving.
- Team member regularly demonstrates initiative and is proactive in identifying possible areas for improvement and introducing solutions.

- Team member does not engage in negative or unhealthy workplace behaviour and discourages negative comments to other staff in regard to each other and or Management decisions.
- Team member takes personal responsibility and accountability for their own personal behaviour and attitude within the work environment taking ownership and enacting change where behaviour falls outside of our organisational commitment to our workplace culture.

Communicating Ideas and Information

- Team member can clearly express ideas both on a one-to-one basis and in group situations (including non-verbal communication).
- Team member expresses ideas effectively in written format and is respectful of other ideas and contributions to team collaboration.
- Team member takes ownership and responsibility for responding to communications assigned in an appropriate manner and within requested timeframes.
- Team member respects that effective communication is critical in our work environment.

Flexibility

- Team member is able to maintain their productivity and effectiveness in varying environments, with difficult tasks, duties, and people; achieving results within our dynamic, demanding, legislative compliant environment.
- Team member offers to support colleagues where required to meet common goals and is able to diversify and adjust their work schedule when faced with competing priorities.

Internal Staff and Management

- Team member provides support and assistance when required to other staff and Managers at all levels.
- Team member has the capacity to maintain the team orientation of working towards common group goals (Strategic Plan and Business / Operational Plans) as well as managing their personal and where applicable team workflow responsibilities.
- Team member respects that the provision of effective support is critical in meeting group goals.
- Team member identifies and works with their respective team and colleagues strengths, encouraging personal and professional development.

Integrity / Self-Management

- Team member consistently displays loyalty to the business and others. Team member acts professionally and respectfully even when Customers (internal and external) cause frustration.
- Team member adheres to RHL's values and mission and behaves in line with these values.
- Team member at all times displays ethical behaviour in how they conduct themselves and represent our brand both internally and when networking externally.

Core Organisational Values

Respect

Every person is unique and of equal value and has the right to be treated with understanding, dignity and respect.

Fairness and Equity

Every person will have a fair share of opportunities and resources and be treated fairly and equitably, despite their age, sex, race, abilities, sexual orientation, status or income level.

Responsibility

We take responsibility and are accountable for the actions and consequences of our organisation for other people.

Participation

We recognise that when people have a sense of personal power, they are more motivated to act responsibly. Therefore, we support every person's right to information to enable participation in decision that affects them and to have power in shaping their lives.

Excellence

We strive for a level of excellence through continuous learning and improvement that helps elevate RHL to a leadership role in the community housing sector.

Innovation

We continually search for creative models of housing management and innovative community development initiatives.

Quality

We regularly evaluate the quality of our services and build upon past experience to find quality solutions to problems.

Qualitative

- Adhere to and embody the Core Organisational values and behavioural competencies within the workplace
- Demonstrate professional presentation and attitude when representing RHL brand in attendance at community forums, conferences, and industry related functions
- Agreed control measures adhered to by all team completing customer service in specified high risk areas -100% compliance

Selection Criteria

- Demonstrated relevant experience, training and/or education in the area of high level administration.
- Previous experience or exposure to providing administrative support to a Board or similar level body would be highly regarded.
- Good written skills, including ability to document meeting minutes and the ability to time-manage appropriately.
- Good oral communication and interpersonal skills with the ability to build relationships with a range of people.
- Experience in managing sensitive or confidential documents and information.
- Sound computing skills across the range of Microsoft products and the ability to quickly assimilate knowledge of new computing and other systems.

Essential

- Successful pass achieved on Pre-Employment validation and assessment including but not limited to Police Check, employment history and background check, qualifications, and skills validation.
- Successful pass achieved on Queensland's Working with Children Check - Positive Notice Blue Card issued by Blue Card Services.

- Current Queensland Drivers Licence.
- Successful pass achieved on Queensland's Disability Worker Screening Clearance Card.
- Justice of the Peace (Qualified)