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| Position title | Executive Assistant to Chief Community Officer | | | | |
| Position reports to | Chief Community Officer | | | | |
| Work level | 1 | 2 | 3 | 4 |  |
| Group and team | Direct Reports to the CCO | | | | |
| Location | Hybrid | | | | |
| Employment type | Permanent | | | | |
| Direct reports | Not applicable | | | | |
| Why choose Beyond Blue  Beyond Blue has been providing supports and services to people in Australia for over 20 years.  We are Australia’s most well-known and visited mental health organisation, focused on supporting people affected by anxiety, depression and suicide. We are inspired by our vision that ‘all people in Australia achieve their best possible mental health’ and are driven by our mission to work with the community to improve mental health and prevent suicide.  We aim to achieve this through three strategic priorities:   1. Promoting mental health and wellbeing 2. Being a trusted source of information, advice and support 3. Working together to prevent suicide   At Beyond Blue the community is at the heart of everything we do.  By joining our team you’ll be involved in meaningful work, collaborating with a cross-section of colleagues, partners, and community right across Australia. We offer our team opportunities to support and learn from one another, build capabilities, celebrate successes along the way, and generous not-for-profit salary packaging options.  Your mental and physical health are important to us – we offer a range of wellbeing initiatives, including an Employee Assistance Program, a comprehensive Flexible working policy, ensuring you have safe and effective ergonomic support no matter where you work, as well as employee-led groups and initiatives.   We strive to live our organisational values of **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity** to help create a happy, safe and productive work environment. | | | | | |

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| About the role | |
| Role description | The Executive Assistant aids the delivery of Beyond Blue’s Community Group by providing effective governance, administrative and operational support to the Chief Community Officer. The role will have a key focus on partnering with the Chief Community Officer to provide strategic support with all aspects of the Community Group and is a critical interface with significant internal and external stakeholders.  The role is accountable for ensuring that the Chief Community Officer is effectively briefed and prepared for all internal and external meetings, presentations and activities. This will involve working in collaboration with key staff on ensuring that effective briefings have been provided and that adequate time has been allocated for preparation. The role will include effective email, calendar, travel and accommodation management for the Chief Community Officer.  The role will be responsible for secretariat duties for the Community Leadership Team meetings and other Group meetings as advised by the Chief Community Officer. The role will work closely with Team Administrators in the Community Group to coordinate the Chief Community Officer’s involvement in Community Group activities.  The role will be an active participant of the Community Group leadership team, who understands the organisation, and how the Chief Community Officer’s work intersects across the organisation.  The role is a key link between the Chief Community Officer and direct reports to ensure that all group deliverables are met in line with the strategic business plan and has strong developed relationships with the wider EA network to ensure collaboration across the organisation. |
| Key accountabilities | Area of accountability  **Financial**   * Plan, manage and monitor all travel and accommodation arrangements, meeting itineraries, catering and venue requirements for the Chief Community Officer, within approved budget allocations. * Ensure Chief Community Officer credit card acquittal is in line with Beyond Blue policy.   **Customer**   * Manage all communication and correspondence associated with engagements/events on behalf of Chief Community Officer, and in close liaison with the Community Group and the broader organisation. * Manage telephone calls, information, responses and recommendations to and on behalf of the Chief Community Officer and communicate and/or co-ordinate the Chief Community Officer’s instructions with various individuals, stakeholders, and/or departments, internally and externally, and at all levels. * Proactively manage the organisation of internal and external meetings for the Chief Community Officer, including meeting rooms, technical equipment requirements and calendar/availability of all participants.   **People**   * Build strong relationships both externally and internally, leveraging established networks to promote collaboration across teams. * Support and represent the Chief Community Officer by acting as central liaison point for communication with direct reports and Community team administrators, as well as a wide range of other key internal and external stakeholders, ensuring harmonisation and consistency of information. * Support collaborative behaviour across teams by being a role model for and actively develop, contribute to and encourage a high performing, positive, team environment where people strive to do better.   **Process**   * Manage, develop and implement systems, processes and communication channels to enable the effective time/management and delivery of business priorities including long term planning of the Chief Community Officer’s commitments in consultation with key stakeholders. * Coordinate relevant teams to produce presentations and reports as directed by the Chief Community Officer for engagements/events. * Manage all documents to support the daily calendar meetings on behalf of the Chief Community Officer, and manage running of office daily operations, correspondence and communications (including edits and proofreading), acting on opportunities to improve effectiveness and flow of office activities. * Maintain confidentiality and safeguard access to restricted information. * Act on opportunities to improve effectiveness and flow of activities. |
| What we are looking for | |
| Capability | Of the eight capabilities listed in our capability framework, the following behaviours are critical for role success (must already be demonstrating at the expected competence to step into the role)  **Communication**   * Uses vocabulary that is appropriate to the audience, is culturally inclusive and aligns language to Beyond Blue values * Begins with the end in mind; analyses the audience and selects content that is fit for purpose * Communicates clearly and concisely, explaining facts, concepts, practices and policies to others within the scope of their role. Demonstrates enthusiasm for content * Engages in active listening and has an awareness of own and others communication styles and adapts accordingly * Is accessible, responsive and builds rapport, actively reaching out to engage or work with others and is conscious of nonverbal communication style   **Community centricity**   * Values community engagement and demonstrates sound knowledge of community centric principles * Demonstrates active listening without judgment and observation of non-verbal cues to establish rapport * Has foundation knowledge of mental health and suicide prevention topics including the risks and protective factors, and the importance of self-care * Uses inclusive language and practices when working with or talking about different communities * Demonstrates empathy and understanding of mental health and & suicide prevention, respects lived and living experience of mental health and uses it to inform work   **Innovative mindset**   * Shows openness and enthusiasm to learn and curiosity to try something new; is not afraid to fail or make mistakes * Asks relevant and thoughtful questions as part of day-to-day work * Generates and shares suggestions for improvement on routine work activities * Reflects regularly to draw out learning for continuous improvement and improve own output and at a team level * Reflects on how new ideas or emerging trends could be embedded into work   **Digital discovery**   * Is committed to competently learning and confidently using technology and digital platforms in daily work to increase efficiency and effectiveness * Uses online collaboration tools to connect, communicate and collaborate with others, and visually manage work with teams and squads * Protects user and community data safely in adherence to Beyond Blue data governance, IT security and privacy policies * Sources research in a relevant and productive way, and evaluates reliability of online information and data sources to inform work * Uses technology creatively and critically to meet community expectations and business needs   **Partnering**   * Actively engages to build rapport with stakeholders * Works proactively and collaboratively within own team, and with other teams to achieve shared goals * Anticipates and ensures accountable, respectful and responsive partnership management * Understands the current operating environment and external market and how this impacts on own area of work * Has functional level of financial acumen and shows awareness of the commercial context within own team/business area   **Agility**   * Remains open and enthusiastic positive to change, sees the learning opportunities * Provides early and frequent value while accepting ambiguity and adapting to changing priorities * Explores alternative approaches, methods, or ideas to test ways of working. * Values and promotes fit-for-purpose progress over perfectionism with the capacity to spring back, learn and rebuild after setbacks * Organises work into logical sequences and delivers the work, often in sprint cadence, using a backlog of work. Engages SMEs where necessary based on objectives   **Critical thinking**   * Leverages data, details and context when problem solving and can synthesise, report on, and use information and research to support thinking * Understands Beyond Blue strategy and how individual work connects to organisational success and takes responsibility for delivering on results * Considers the implications, risks and impacts of own approaches and decisions * Seeks subject matter experts and others' opinions or evidence to help inform decisions, solutions or practices * Documents process as a diagnostic for visibility and clarity   **Leading**   * Understands performance expectation, shows accountability, demonstrates initiative and is receptive to giving and receiving feedback * Lives the values on a daily basis; demonstrates optimism * Understands individual strengths and seeks opportunities to continuously grow and improve * Contributes to a culture where others feel they are respected, included and valued; is inclusive of others, engages in cultural awareness activities and promotes inclusive language * Respectfully addresses colleagues exhibiting undesirable behaviours, and complies with Beyond Blue’s policies and procedures |
| Selection criteria | Education/qualifications   * Qualification in administration or office management desirable   Knowledge/skills/experience  Essential   * A minimum of 5 years’ experience supporting a senior Manager, ideally at Executive level. * Highly organised planning skills with a strong initiative and highly methodical, strategic and proactive approach, and an ability to multi-task and prioritise. * Agile and flexible in anticipating and accommodating the requirements of the Chief Community Officer. * Able to strategically support the Chief Community Officer in confidential tasks and execution of delivery. * A professional approach to work, and excellent and empathetic communication skills with a high level of customer/external interaction experience. * Strong interpersonal skills and confidence to deal with staff at all levels, including senior executives, Board Directors and Members. * Desire to add value to the team, with interest and enthusiasm for understanding the business operations and activities, and supporting growth. * Strong Microsoft Office skills including but not limited to Outlook, Word, Excel and PowerPoint. * Willingness to commit to and work in line with the Beyond Blue Values List types of work they must had led previously for role success |
| Additional information | |
| Fairness and equality | Health, safety and wellbeing  Beyond Blue is committed to ensuring the physical and psychological health and safety of all employees, contractors and other people involved in our business activities. Our people are expected to comply with our Health, Safety and Wellbeing policy.  Equal opportunity  Beyond Blue is an equal opportunity employer. All employees have a responsibility to be familiar with and adhere to the organisation’s policies and procedures.  Cultural competency  Beyond Blue strives to maintain a culturally competent and inclusive workplace. All employees are expected to undergo regular cultural competency training as part of their professional development plans.  Employment is subject to:   * a current Police Record Check * proof of the right to work in Australia. |