

POSITION DESCRIPTION: EXECUTIVE OFFICER

Reports to:	Chief Executive Officer
Direct Reports:	One
Employment Type:	Fixed-term to 30 June 2027
Ordinary hours:	Full-time (37.5 hours per week)
Award classification:	SCHADS Award Level 5
Location:	Havelock House, 85 Northbourne Ave, Turner ACT

About the position

The Executive Officer provides expert executive support, project coordination, reporting and strategic and governance support to the CEO. This position ensures the priorities of the CEO are effectively managed, communication is streamlined and corporate support is delivered efficiently across the organisation. The position assists with operational and administrative management of Meridian.

Key Responsibilities

Executive support and communications

- Serve as the primary point of contact for internal and external communications directed to the CEO.
- Manage the CEO's calendar, appointments, and travel arrangements.
- Coordinate and prepare materials for meetings, presentations, and events.
- Ensure the CEO is briefed on key issues and developments
- Draft, review, and manage correspondence, reports, and other documents.
- Facilitate effective communication between the CEO and stakeholders.

Strategic support and project coordination

- Conduct research and analysis to support strategic decision-making.
- Oversee special projects and initiatives as directed by the CEO.
- Lead projects to improve systems, practices and processes for finance, human resource management, performance improvement, IT and administration systems
- Track progress and ensure timely completion of projects.
- Collaborate with internal and external stakeholders to achieve project goals.
- Coordinate development, implementation and review of organisational policies and procedures.

Governance and reporting

- Provide secretariat support to the Board and its Committees.
- Prepare briefing materials and reports for the CEO and Board.
- Manage all logistical aspects of holding a successful meeting.
- Ensure governance requirements and compliance obligations are monitored and achieved.

Compliance and records management

- Ensure compliance with all internal and external compliance obligations including risk management, records management, data management, privacy and Work Health and Safety.

- Maintain accurate and useful contact management information, project management details, vital records and reporting information.

Administrative management

- Manage administrative and corporate services functions, including office management
- Handle confidential information with discretion and professionalism.
- Assist in the preparation of reports, budgets and proposals.

Key challenges

- Managing competing priorities and providing consistently high levels of support, given heavy workload, short deadlines and need to maintain confidentiality and act with discretion.
- Developing and presenting effective solutions to sensitive, multifaceted problems within tight timeframes and where there may be little or no precedent; ensuring that emerging priorities are dealt with accurately and in a timely manner.
- Maintain up to date knowledge of legislation, regulation, policies and guidelines which have the potential to impact Meridian's operating environment.

Key relationships

<i>Who</i>	<i>Why</i>
Governance	
Office-Bearers	<ul style="list-style-type: none"> • Provide support to Office-Bearers in the discharge of their responsibilities
Board and Committees	<ul style="list-style-type: none"> • Provide timely and accurate advice and secretariat support to the Board and its Committees
Internal	
Chief Executive Officer	<ul style="list-style-type: none"> • Provide strategic advice to inform decision-making on complex strategic and operational issues • Give frank, honest advice in face of contrary views • Receive performance feedback and respond in a thoughtful and considered way
Senior Leadership	<ul style="list-style-type: none"> • Collect information regarding operational and strategic issues • Collaborate to ensure the effective implementation of organisational objective and initiatives
Staff at all levels	<ul style="list-style-type: none"> • Coordinate projects and/or responses to requests for information. • Persuade and lead others to deliver occasionally unpopular or conflicting objectives
External	
Stakeholders	<ul style="list-style-type: none"> • Participate in forums and discussions to share information, represent the CEO and obtain feedback regarding initiatives

Decision making

- Exercises delegated authority in accordance with organisational policies and procedures.
- The role has autonomy to make decisions in relation to the prioritisation and facilitation of the role and allocation of resources .

- Maintains regular contact with the CEO and leadership team to discuss/escalate issues.
- Represents the CEO and members of the senior leadership team, as agreed.
- Monitors key deadlines, follows-up responses, and initiates contact where deadlines are close or have been exceeded.
- Researches and provides innovative recommendations regarding strategic and operational issues.

SELECTION CRITERIA

Skills and Attributes

- Able to apply tact, diplomacy, sensitivity and political acumen to deal with complex issues and challenges creatively to achieve business focused solutions.
- A highly resourceful team-player, comfortable working in a fast-paced environment, sometimes under pressure, while remaining flexible, proactive, and efficient.
- Excellent time management and organisational skills, able to set priorities, manage competing demands and successfully adapt to changing priorities for both personal workload and that of a team.
- Displays initiative, enterprise and commitment to continuous improvement.
- Demonstrated ability to coordinate, plan proactively and streamline processes.
- Communicates with influence, written and verbally, with people at all levels within and external to the organisation whilst maintaining confidentiality and exercising discretion in supporting the CEO.
- Able to effectively lead, manage and mentor staff and volunteers to achieve organisational goals within agreed timeframes
- Demonstrated ability to operate autonomously or as part of a small team, meticulous attention to detail, able to identify, analyse and problem-solve complex administrative problems while demonstrating strong initiative and professional judgement where procedures are not clearly defined.
- Proven high-level interpersonal skills with the ability to consult, liaise and negotiate effectively with multiple stakeholders in a diverse environment.
- Able to adapt quickly to changing internal and external organisational environments and translate this into appropriate actions and responses.
- Strong information technology skills, demonstrated experience using Office 365
- Ability to draft complex correspondence, presentations, reports, briefing papers and other documents.
- Strong strategic planning and research skills and ability to analyse information and situations, identify issues, assess impacts and propose options/recommendations based on sound rationale.
- Displays discretion, patience, tolerance and respectful behaviours, always.

Knowledge

- Strong understanding of Meridian's communities including all LGBTIQ+ people and people living with HIV.
- Demonstrated commitment to social justice principles.
- Knowledge of the social and community services sector.
- Understanding of ACT community sector.
- Not-for-profit governance experience.

Qualifications

- Relevant tertiary qualifications (e.g. business administration) with at least three years' experience within a similar role or less formal qualifications with substantial experience in a similar role.

Experience

- Strong record of achievement in a relevant professional role.
- Demonstrated experience providing high-level executive / administrative support and services
- Sound experience providing governance support to Boards/Committees (establishing meeting procedures, preparing agendas, papers, minutes and reports).
- Experience communicating across a range of organisational levels, both internally and externally

Essential

- Right to work in Australia.
- ACT Working with Vulnerable People (WWVP) Registration.

Desirable

- Full, unrestricted drivers licence