

Award	Classification	Dept	Location	Emp Type	Reports To	Direct Reports
Social, Community, Home Care and Disability Services Industry Award	Level 5.1 - 5.3 (depending on experience)	Corporate Services	Head Office	Full Time	CEO	NIL

Company Overview

Playgroup NSW is a not-for-profit organisation that helps connect families and children to people and services in the community to impact their quality of life positively.

For over 50 years, Playgroup NSW has delivered and linked families to vital services such as parent support groups and playgroups for those experiencing vulnerability and diversity, and those who value community connections.

Thousands of families connect via community-led and supported Playgroup sessions affiliated with or delivered by Playgroup NSW run weekly, building their parental capacity, building their village, and helping their children learn.

PGNSW Values

ACT WITH INTEGRITY

Put child and family wellbeing at the heart of our work, and be honest, accountable, and show respect

BALANCE WORK AND PLAY

Be goal-focused, mindful of people's wellbeing, and contribute to a positive team culture.

LEAD CHANGE

Seek and encourage learning, innovation, and greater positive impact.

EMBRACE INCLUSIVITY

Be collaborative, seek to understand, and celebrate diversity.

Position Purpose

The Executive Assistant (EA) plays a pivotal role in providing high-level administrative, strategic, and operational support to the CEO, Board and Executive Team, ensuring the efficient and effective functioning of the organisation. The EA will handle sensitive information with discretion and ensure smooth communication between the CEO and internal/external stakeholders, while also driving key projects and initiatives.

Overall Responsibilities

Key Result Area	Responsibility
CEO Support	- Manage and optimise the CEO's calendar, prioritising appointments, meetings and events to maximise the CEO's time and effectiveness. - Proactively supporting CEO, anticipating needs and ensuring the CEO is well-prepared for all engagements. - Coordinate all aspects of the CEO's travel, including booking flights, accommodation, and transportation, and preparing detailed itineraries - Manage the flow of information to and from the CEO's office, ensuring timely and appropriate dissemination to relevant stakeholders. - Support the CEO in setting up meetings, staff days, and other key events.

	• Perform general administrative tasks as requested by the CEO. • Support the CEO to effectively manage direct reports, establishing clear frameworks for success.
Organisational and Information Excellence	• Draft, proofread, and edit correspondence, communications, presentations, and other documents, maintaining a high level of professionalism and accuracy. • Support leases, venue management, insurance claims • Proactively coordinate and organise meetings, including preparing comprehensive agendas, reports, and business papers. • Oversee the logistics of meetings and events, including booking venues, arranging catering, and ensuring all necessary resources are in place.
Office Management	• Act as the primary contact for the head office location. • Support onboarding of new starters. • Support off boarding of staff. • Manage daily office operations, supplies, equipment, and cleanliness. • Oversee vendor relationships and building management coordination. • Support the maintenance of office asset records and the secure handling of information and resources in accordance with organisational policies and procedures.
Financial Support	• Process CEO's expenses accurately • Track budgets, process invoices, and manage expenses
Executive Support	• Provide support to the Executive Team as directed, under the guidance of the CEO.
Governance Support	• Provide comprehensive support to the Board of Directors, including preparing board papers, coordinating meetings, and managing logistics.
Strategic Projects	• Lead and manage special projects and initiatives as assigned by the CEO, ensuring alignment with organisational goals and objectives. • Support implementation of improved business processes, templates and administrative systems, in consultation with the Lead, Business Administration, Corporate and Risk.
Child Safety and Wellbeing	• Ensure a safe environment for all children and young people and empower their participation and ability to contribute to decisions about their safety and wellbeing. • Demonstrate practical knowledge of and commitment to maintaining a child safe culture including identifying and responding to all risks and concerns according to Playgroup NSW's policies and procedures.
Organisational Accountabilities	• Contribute to the development and implementation of PGNSW's strategic and annual plans as required. • Actively participate in initiatives to promote a positive, collaborative, and high-performing workplace culture. • Uphold PGNSW's values, code of conduct, policies and procedures, ensuring ethical and professional conduct at all times. • Adhere to workplace health and safety policies and proactively contribute to maintaining a safe and healthy working environment. • Perform other duties and responsibilities as required, demonstrating flexibility and adaptability.
Working Relationships	
Internal	External
• CEO • Executive Team • All departments	• Board • Government Departments • Sector • Children and Families • Vendors

Knowledge, Experience & Criteria	
Qualifications	
• Appropriate tertiary qualifications in a relevant discipline, or equivalent training and experience, ideally in a non-for-profit organisation.	
Essential Experience & Criteria	
• At least 6 years of proven experience in executive support, office management, or related field. • Strong organisational and time management skills, with the ability to prioritise tasks and meet deadlines. • Excellent communication and interpersonal skills, with the ability to build relationships and work effectively with a diverse range of stakeholders. • Proficiency in Microsoft Office 365 and other relevant software applications. • High level of organisation, attention to detail and initiative with the capability to think ahead and anticipate as well as prioritising issues and tasks • Exceptional interpersonal and verbal and written communication skills • Strong problem-solving and decision-making skills, with the ability to think critically and strategically. • Ability to work independently and collaboratively, demonstrating flexibility and adaptability. • High level of discretion and confidentiality, with the ability to handle sensitive information with tact and professionalism. • Proactive and self-motivated, with a strong work ethic and a commitment to excellence. • Passion for the organisation's mission and values, with a commitment to making a positive impact on the community. • NSW Working with Children Check is required on or before commencement.	
Desirable Experience & Criteria	
• Knowledge of the not-for-profit sector and/or experience working with community-based organisations.	

Acknowledgement	
I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the expectations with my Manager.	
Employee Name	
Employee Signature	
Date	