

Executive Assistant to the CEO

Office of the CEO

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	Executive Assistant to the CEO
PROGRAM:	Office of the CEO
LOCATION:	Richmond, with travel to other Jesuit Social Services locations as required
REPORTING RELATIONSHIPS:	This position works directly to the Chief Executive Officer and works closely with the Strategy and Coordination Lead and other roles in the Office of the CEO.
EFFECTIVE DATE:	9 November 2026

Position Purpose | |

- Provide high-quality, reliable and confidential executive and administrative support that enables the CEO to use their time effectively and fulfil their leadership responsibilities.
- Manage the CEO's diary, inbox, correspondence, records and meeting logistics, ensuring priorities, commitments and follow-up actions are coordinated accurately and promptly.
- Provide a professional and responsive point of contact for internal and external stakeholders and ensure that the relationships and reputation of the organisation are maintained.

Program Purpose

Office of the CEO

The Office of the CEO supports the CEO to provide effective organisational leadership, maintain clear governance and decision-making processes, and coordinate work that advances Jesuit Social Services' strategic priorities. |

The office facilitates disciplined planning, timely information flows, support and reporting to the Board, key executive and leadership forums, and effective follow-through across the organisation. It also supports strategic projects and new initiatives led by the CEO, including engagement with the Jesuit Conference of Asia Pacific (JCAP).

Duties of the position | |

- Act as a first point of contact for the CEO, screening and responding to telephone calls and email enquiries, coordinating visitors and maintaining professional relationships with internal and external stakeholders.
- Pro-actively manage the CEO's email inbox and diary, prioritising requests, scheduling appointments and Board and committee meetings, resolving clashes, anticipating preparation requirements and ensuring the CEO has the required information in the preferred format/s for each commitment.
- Manage the CEO's paperwork, electronic records and filing systems, ensuring documents and information are appropriately prioritised and handled in accordance with confidentiality and records-management requirements and policies.
- Coordinate CEO-led meetings, including invitations, room and technology arrangements, catering, document preparation, set-up and pack-up, and timely circulation of materials where required.
- Arrange travel and accommodation for the CEO, prepare itineraries and ensure relevant documentation and practical arrangements are in place.
- Provide administrative support for the CEO's engagement with the Australian Jesuit Province, the Jesuit Conference of Asia Pacific and other priority stakeholders, and coordinate information and logistics associated with these commitments.
- Coordinate technology, access and other practical support required by the CEO, liaising with internal teams and external providers to resolve issues promptly.
- Maintain awareness of the CEO's priorities and commitments, follow up agreed actions, redirect matters to the appropriate person and communicate relevant information on the CEO's behalf as authorised.

- Work collaboratively with colleagues across the Office of the CEO to ensure coordinated workflows, clear communication lines, consistent support and effective coverage of office priorities.
- In the absence of the CEO, work with the Acting CEO, to ensure objectives of the position are achieved in an efficient and effective manner.

Key Selection Criteria []

1. Substantial experience providing high-level executive assistance to a CEO, organisational leader or other senior executive in a diverse/fast-paced environment.
2. Highly developed organisational and time-management skills, with demonstrated ability to anticipate needs, manage competing priorities and meet deadlines with limited supervision.
3. Excellent written and verbal communication skills, including experience drafting and proofreading professional emails and correspondence.
4. Demonstrated sound judgement, initiative, diplomacy and discretion, with the ability to handle sensitive and confidential information appropriately.
5. Advanced digital literacy, including proficiency in Microsoft 365 applications and the ability to maintain effective electronic records, calendars, communications and document-management systems.
6. Strong interpersonal and stakeholder-management skills, with the capacity to establish productive relationships and represent the Office of the CEO professionally.
7. Demonstrated ability to work collaboratively as part of a team while also working independently, taking initiative and following matters through to completion.
8. Relevant tertiary qualification and/or equivalent experience in executive support, business administration or a related field.
9. Ability to conduct oneself and undertake role responsibilities in a way that reflects and upholds the organisation's identity and ethos, and capacity to engage in reflective processes that strengthen collective commitment to that identity and ethos.

Key Performance Indicators []

- The CEO's diary and inbox are managed proactively, accurately and in line with agreed priorities, with scheduling conflicts and information needs addressed early.
- Correspondence, briefing materials, meeting papers and records are accurate, professionally presented, confidentially managed and delivered within required timeframes.
- CEO-led meetings, travel and stakeholder engagements are well organised, with reliable logistics, timely materials and effective follow-up.
- Internal and external stakeholders receive responsive, courteous and professional service from the Office of the CEO.
- Administrative systems, technology support and Office of the CEO workflows are maintained effectively, and issues are identified and resolved promptly.

Key responsibilities of Jesuit Social Services Employees

Our organisational identity and ethos

The work of Jesuit Social Services is informed by Catholic Social Teaching and our Jesuit tradition of respecting the preciousness of each human being, walking with the disregarded, and caring for the earth.

All employees are responsible for:

- Demonstrating an understanding of, and a capacity to uphold Jesuit Social Services' organisational identity and ethos (as encapsulated in our purpose, vision, mission and values) in the execution of their role responsibilities.

Service delivery/ Practice Framework

- Engage and build positive and constructive relationships with internal and external stakeholders
- Deliver services consistent with shared services guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

Teamwork and supervision

- Work effectively as part of a team, contributing to group outputs
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity and Inclusion

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Proof of eligibility to work in Australia

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Ecological Justice

Jesuit Social Services is committed to ecological justice, which is the intersection of social and environmental justice. We strive to protect, nurture and restore healthy and equitable relationships between people, place and planet which, when damaged, lead to disadvantage, poverty, inequality, prejudice, and exclusion. This commitment is embedded in our organisational culture, program practice, advocacy and our business processes.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

_____ **Date:** _____

Position Description Approved by:
Chief Executive Officer

Position Description Review Date:
1 year from effective date