

Position Description

Position title:	Executive Assistant	Location:	Chatswood
Reports To:	Chief Executive Officer	Direct Reports:	Nil
Working Relationships Internal: • SNHN Board • SNHN Executive Team • Corporate Services and Finance • Commissioning and Partnerships • Primary Care & Advancement Integration • People Managers & Employees		Working Relationships External: • Federal & State Agencies • Public & Private Agencies • Other NGOs • Other domains of healthcare • DoH • NSLHD • Community Stakeholders • Service Providers	
SNHN Role Level	Management - Role Level 9	Role Level Requirements	Refer to Attachment One
PD Approved:	Chief Executive Officer	Approved:	

Organisation description

The Sydney North Health Network (SNHN) works on behalf of the Commonwealth to improve health outcomes for patients by increasing the capability and capacity of the primary healthcare workforce to ensure patients receive the right care, in the right place at the right time.

Position purpose

Position purpose	The Executive Assistant role is responsible for supporting the Chief Executive Officer (CEO) with professional, high quality, accurate and timely assistance and the flexibility to support Board meetings as required. As the 'face' of the organisation, the role also helps provide a strong professional and efficient image of its activities. The Executive Assistant will be experienced in handling a wide range of administrative and executive support related tasks, and will be able to work independently with little or no supervision. The ability to interact with staff (at all levels) in a fast paced environment, sometimes under pressure, whilst remaining flexible, proactive, resourceful and efficient, with a high level of professionalism and confidentiality is crucial to this role.
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	Expert level written and verbal communication skills, strong decision making ability and attention to detail are equally important. The position will provide an effective communication channel of key messages between the Board members, CEO, staff and stakeholders.
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Accountabilities

Primary accountabilities	To ensure the organisation works as effectively as possible to achieve its annual business plan, each team member has responsibility for a range of activities and outcomes. These accountabilities and their outcomes are reviewed at least annually formally and on an ongoing basis informally with team members and managers.
Executive Support	Key responsibilities include: - Facilitating operational aspects of Board functionality, including any Sub-committees. Assist with the compilation of SNHN Annual General Meeting, Board Meeting and Sub-Committee Papers including agenda preparation, formatting and co-ordinating board paper/nomination and other documentation, including timely documentation; - Plan and coordinate Board planning meetings; - Collate reports and information from the Board and staff, liaising across the organisation as required; - Proactively develop meeting briefs and documentation to enable preparedness for the CEO at key meetings and events. Review and analyse subject matter and summarise key points arising from issues for discussion; - Review and summarize miscellaneous reports and documents; prepare background documents and outgoing correspondence as necessary; - Prioritise work to support CEO's priorities and ensure attention to detail at all times and handle incoming and outgoing communications on behalf of SNHN; - Prioritize and manage multiple projects simultaneously, and follow through on issues in a timely manner; - Ensure the CEO office environment is operating effectively and efficiently; - Be responsible for heavy calendar management, requiring interaction with both internal and external executives and assistants, as well as consultants, to coordinate a variety of complex executive meetings; - Managing the internal communications process on behalf of the Office; - Arrange travel schedule and reservations for the CEO as needed; - Establish and maintain a timetable of corporate actions required during the year and key committee / stakeholder meetings; - Identifies areas for improvement in relation to their role;

	• Arranging and preparing whole of department business gatherings of a formal or informal nature as required; • Arranging itineraries, meetings, gifts, etc., for visitors when required by the Chief Executive Officer. Major challenges of the role include: • Dealing with high level, urgent and sensitive issues whilst maintaining a high level of confidentiality; • Managing varied and conflicting demands to meet agreed standards and timelines; • Co-ordinating administrative processes to deliver decision-making outcomes; • Developing appropriate systems, procedures and controls to enhance the accuracy, timeliness and presentation of workflow for the CEO and Board; • Establishing effective working relationships and high standards of customer service.
Secretariat Duties	• Organising, preparing agendas for and taking minutes of Board meetings, Board sub-committee and Annual General Meetings (AGMs), and Extraordinary General Meetings; • Maintaining statutory books: including registers of members, directors and secretaries; record (and advise) declarations/conflicts of interest of Directors; • Dealing with correspondence, collating information and writing reports; ensuring decisions made are communicated to the relevant stakeholders; • Liaising with external regulators and advisers, such as lawyers and auditors; • Initiate and direct action to give practical effect to decisions.
Organisational	• Participate in organisation-wide team meetings, collaborative planning activities and quality assurance activities; • There may be a requirement to undertake other duties as required to support SNHN.
General	• Contribute towards the SNHN's overall strategic direction including the implementation of the organisations values and mission statement. • Demonstrate a commitment to SNHN's vision and values: ~ SNHN Vision – Achieving together – better health, better care ~ SNHN Values – iCare ○ Innovation – We Create, We Initiate, We Inspire ○ Collaboration – We Listen, We Understand, We Respond ○ Accountability – We Define, We Adapt, We Deliver ○ Respect – We Inspire Trust, We Are Open, We Act Ethically ○ Excellence – We Own It, We Commit to It, We Achieve It. • Understand and cascade understanding of contractual obligations and deliverables as contained in the various approved Department of

	Health Annual Plans and other funding agency agreements. • Respect the confidentiality of patients and general practice in line with the organisation's related policies, procedures and the Privacy Act. • Comply with the organisation's policies and procedures. • Be aware of individual responsibilities under the relevant Workplace Health and Safety legislation and report as necessary, any untoward accident, incident or potentially hazardous environment. • Fulfil other duties commensurate with the role as directed.
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Organisational expertise

Subject Matter Expertise	In delivering on accountabilities above it is expected that you will build expertise (be the organisational SME) in the following key organisational policies, processes and documents:
SNHN Policies / Procedures	Policies and Procedures across the organisation. Corporate operations such as meeting structures operations, reporting schedules & Board Paper management.
SNHN DoH Contracts:	Not Applicable.
SNHN Supplier Contracts	Suppliers providing services to the organisation.

Scope of authority

Direct employees work priorities/schedules:	Not authorised	Approve employee expenditures:	Not authorised
Recruit/ terminate employees:	Not authorised	Have Media contact:	Not authorised
Enter into Contracts:	Not authorised	Other (Detail here)	Not authorised

Key selection criteria - qualifications and experience

Required experience, capabilities and qualifications	Essential: • Significant experience supporting at the executive level; • Understanding of Corporate Governance including Board and Board sub-Committee operations, policy, protocols and procedures including statutory requirements of the CEO's office, including Company Secretary; • Excellent minute taking skills and coordination of Board Papers. • Calendar management skills, including the coordination of complex executive meetings; • High level interpersonal skills and proven ability to communicate clearly both orally and in writing and the ability to maintain strictest confidentiality;
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	• Ability to generate concise and accurate agendas, minutes and committee related documentation; • Strong work assessment skills ensuring appropriate prioritisation of work load and timely delivery with sound attention to detail to limit unnecessary rework; • Knowledge of standard office administrative practices and procedures; • Demonstrated strong organisational skills, including the ability to manage workloads and achieve outcomes in a busy environment; • Ability to work independently and exercise initiative and discretion; • Experience assisting management with the creation of presentations; • Strong knowledge of MS Office, including Word, Excel, PowerPoint and Outlook; • High level skills in organising meetings, appointments, travel and managing executive diaries. Desirable: • Qualifications in office administration/business administration; • Experience in a not for profit, government funded environment; • Working knowledge of Occupational Health & Safety & Environmental matters as they relate to work practices; • Project Management experience.
Certifications required	• Certification of required tertiary qualifications and professional memberships (if requirement of the role); • National Police Clearance Check; • Working with Children Check (or willing for a check to be performed); • Reference Checks (2) from past employers.
Special conditions	• Some out of hours work on weekends or evenings will be required, for example, Board and its subcommittees meetings as are held in the evening, for which time off in lieu may be taken; • Current NSW drivers licence; • Intrastate, interstate and/ or international travel may be required.
Workplace Health and Safety	• Adhere to organisation policies and procedures relating to Workplace Health and Safety and, at all times, take responsibility for own and colleagues wellbeing.

Position Description Acceptance/Agreement

I declare that I have read, understand this position description and I understand the tasks and accountabilities may be varied from time to time by the organisation in response to changing priorities.

Name _____ Signature _____ Date _____

Attachment One

Management - Role Level 9	
STRATEGIC CORE COMPETENCIES	
Strategy, Priorities & Organisational Context	In-depth understanding of the role, vision, mission, values of SNHN. Aligns behaviours with approaches and organisation values. Working knowledge of: SNHN strategic direction and plans; Department of Health (DoH) objectives; Regional health and medical services requirements. Working Knowledge of functions and infrastructure
Leadership & Teamwork	May lead a team providing multiple and/or complex service offerings OR work as a fully proficient professional. Coaches and builds effective team work. Provides guidance and information to less experienced staff within area of work. Evaluates the work of others. Has a working knowledge of relevant external relationships. Maintains defined relationships under guidance and ensures they operate efficiently.
Communications & Collaboration	For the more complex communication and relationship building across internal and external audiences uses flexible and adaptable communication techniques that engender positive engaging relationships and meet required outcomes both within and outside of own area of expertise. Utilises culturally appropriate communication skills and knowledge. Uses influencing skills and a broad network of contacts to resolve work issues. Undertakes standard negotiations to ensure processes and protocols are followed and work is appropriately handled.
Personal Accountability	A detailed understanding of the intent and framework of compliance legislation, quality standards, policies & procedures relevant to the role. In-depth understanding of requirements for safe and healthy working, adheres to them, and makes a positive contribution to SNHN's work environment. Identifies and mitigates risks. Promotes the need to appropriately use financial and other resources. Markets and promotes organisation service offerings and organisation brand.
Stakeholder Relationships & Partnerships	Interacts with external stakeholders and partners. Uses understanding of stakeholder/partner relationships and their respective needs to recommend changes to SNHN services approach. Recognises and acts within role boundaries on opportunities for enhancement. Applies relevant regional knowledge and understanding; is able to develop appropriate working relationships with similar regional organisations and communities. Promotes services and SNHN.

Problem Solving & Innovation	Exercises initiative and judgement, under guidance, to creatively improve service provision programs/projects. Is mindful of the resource impacts and consults accordingly. Is adaptable and resourceful. Understands organisation processes and improvement and innovation principles, and applies improvement methods.
Professional Learning	A relevant tertiary qualification and/or equivalent. Fully proficient professional. Undertakes regular professional development.
FUNCTIONAL COMPETENCIES	
People Management	Leads a number of team leaders of staff delivering a range of multiple, complex projects/programs/services. Leads, coaches and motivates direct reports and team members. Builds effective teamwork and a learning focus in the team. Understands and applies contemporary human resources practices. Acquires new human resources skills and collaborates with technical experts on human resources matters. Ensures required business performance is delivered through an appropriate management framework.
Operational Planning	Substantial professional knowledge of relevant legislation, policies, and the external and internal environment. Maps, plans and develops components of projects/programs/services. May contribute to strategic planning processes and reviews, providing service/program/project function information and data. Undertakes delivery involving plan implementation and ongoing day-to-day operations. Assists with the implementation of technology and ongoing day-to-day operations for segments of major/complex services/programs/projects. Monitors performance against standard contract requirements and addresses problems.
Projects / Programs Management	Applies project management processes including project identification, definition, planning, execution and conclusion under guidance. Makes changes to documentation. Participates as a project team member. Is proactive and flexible.
Quality, Risk, and Compliance Systems	Has a detailed understanding of the intent and framework of compliance legislation, quality standards, governance, policies & procedures relevant to the role. Identifies and mitigates risks. Understands risk management processes and systems in use in SNHN.