

Executive Assistant to two Senior Executives

Reports to: Two senior executives (reporting to the Chief Executive)
Direct reports: Nil
Band Band 4, Health Purchasing Victoria Enterprise Agreement, 2018

Position summary

The Executive Assistant is responsible for providing efficient, personal and confidential administrative and secretarial support to the two senior executives (the Executives) and the associated Board sub-committees and any other relevant committees associated with the Executives. The role provides management, facilitation and support for various projects as requested by the Executives. In addition, this position is pivotal in providing strategic and business process assistance to the wider organisation and liaising with other major support roles including the Office of the Chief Executive staff to ensure the organisation's culture is maintained consistently.

Main areas of responsibility of the role include:

- Executive Assistant to the two senior executives (reporting to the Chief Executive), providing administrative and secretarial support and services.
- Manage key administrative activities of the relevant Board sub-committees.
- Support the Executive's direct reports to achieve operational and strategic outcomes.
- Leadership of minor projects as directed by the Executives.
- Assist the Office of the Chief Executive including assistance with reception with overflow calls and cover when required.

Specific Duties and Accountabilities

Executive Assistant to Two Executive Director Positions

- Provide comprehensive administrative services directly to the Executives.
- Effective and efficient organisation of the Office's of the Executives.
- Demonstrate initiative in meeting Executives expectations and ensure an efficient and coordinated working environment.
- Timely decision making and problem solving in administrative matters ensuring objectives and requirements are met.
- Interpret and evaluate information, set priorities, and monitor workflow.
- Provide advice, briefings and reports within the scope of the role.
- Manage the Executives communication with internal and external stakeholders.
- Assist the Executives with projects and undertake projects.
- Preparation and organisation of all aspects of the Executives meetings including booking of venues, catering, presentation of documentation and general diary management.

- Screen and effectively manage incoming enquiries to the Executives.
- Undertake research, provide sound advice and appropriate reporting as required.

Secretariat for Corporate Services and Projects Board sub-committee

- Provide executive support for the Board sub-committees.
- Perform Secretarial duties for Board sub-committees including:
 - Preparing agendas, briefings, minutes and actions.
 - Collating and distributing briefing papers.
 - Coordinating meeting times and other tasks as required.
 - Maintaining document management system and attendance records.
 - Coordinating other events as advised by the Board sub-committee.
 - Working with the Chair to ensure compliance with company procedures, conflict of interest records and management plans, and declarations of private interests.
- Liaise with Executive Team members in preparing and providing all relevant reports and documentation for the Board sub-committees; circulation of all relevant information for meetings.
- Attend meetings as appropriate.

Customer Service / Employee Support

- Demonstrate high level of customer service to internal and external stakeholders.
- Provide professional management of internal and external clients by responding to written and verbal enquiries in an efficient and effective manner.
- Identify and develop communication opportunities with employees and stakeholders.
- Follow up on identified improvement actions arising from employee or management forums.

Project Management

- Assist the Executives with projects and undertake projects as appropriate.
- Manage own tasks to ensure appropriate consultation and achieved targets.
- Ensure project outcomes align with strategic directions.

Leadership

- Support development of a vision for the Office of the Executives in line with the HSV Corporate Strategy which sets a clear strategic direction for employees, enhances their leadership capacity and capability, and enables them to deliver robust operational support and advice.
- Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- Maintain strong lines of communication, both formal and informal, with SLT, ELT and key HSV stakeholders to ensure the smooth operation of the organisation.

- Support organisational change and growth as requested to assist HSV in fulfilling its legislative functions in line with its Corporate Strategy.

HSV Values and Cross Functional Collaboration

- Establish and maintain strong working relationships with key individuals and groups across HSV's stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HSV's values.
- Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
- Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
- Uphold HSV values:
 - We are customer-focused; we focus on customer and patient outcomes
 - We keep it simple; we strive for efficient and effective ways to achieve our goals
 - We are collaborative; we work as a team toward common goals
 - We take responsibility; we challenge the status quo. We are responsible for our behaviours, actions and results
 - We inspire confidence; we do the right thing. We are open, honest and trustworthy

Data Security

- Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to a Manager or the IT Operations team.

While the principal duties of this position are as above, the Executive Assistant may be required to undertake further tasks or responsibilities as agreed with the Executives as required.

Selection Criteria

Academic

- Tertiary qualification in Business Administration/Management, Commerce, Supply Chain Logistics, Procurement or other relevant discipline.

Skills and knowledge

- Extensive experience in Senior Executive support, preferably including Board or Committee support.
- Experience working within a highly confidential environment.
- Experience in project management (highly desirable).
- Knowledge of the health sector and/or finance environment.
- Highly developed Microsoft Office skills (Word, Excel, PowerPoint; and Outlook).

Personal attributes

- Well-developed communication and liaison skills, with strong commitment to providing excellent customer service.
- Excellent verbal, numerical, and written communication skills.
- Exceptional interpersonal skills with the ability to build relationships easily and resolve conflict.
- Highly organised with an ability to plan, and effective time management skills.
- Ability to develop and maintain positive working relationships with people at all levels within and outside the organisation.
- Ability to monitor multiple activities, influence, work co-operatively, negotiate and be self-directed.
- Strong attention to detail.
- Ability to maintain and respect confidentiality of the highest order and a high level of personal integrity.
- Adaptable to changing and competing priorities, with an ability to work under pressure and meet deadlines.
- Willingness to develop a high level of specialist knowledge in relation to the key responsibilities of the position.
- Proven ability to acquire information and influence others with diplomacy, tact and discretion and to engage internal and external stakeholders at all levels with respect and confidence. This includes excellent communication and presentation skills and experience presenting to large groups.
- Ability to work as a member of a team and collaborate effectively with internal and external stakeholders, as well as the ability to work in a self-directed manner, take initiative, and work independently when required.
- Strong analytical and problem-solving skills including the ability to identify issues and develop solutions to business issues.
- Outstanding organisational skills including the ability to manage and prioritise multiple concurrent tasks, meet tight deadlines and to work in an independent, flexible manner where required.
- Enthusiasm, energy, inquisitiveness, initiative and innovative thinking.