

Position title	Senior Executive Administration Support Officer
Reports to	Senior Executive Assistant
Band classification	Band 4, HealthShare Victoria Enterprise Agreement 2023
Date approved	July 2024

1. HealthShare Victoria

1.1 HSV was established on 1 January 2021 as a commercially oriented independent provider of supply chain, procurement and corporate shared services to Victoria's public health sector.

HSV's purpose is to partner with Victoria's public health services and suppliers to support better value for the public health sector and better outcomes for their patients.

Our focus is on the end-to-end supply chain needs of health services, including operating the State Supply Chain, to ensure Victoria's public health services have access to goods that may be in higher demand or difficult to access. Under the Health Services Act 1988 (Vic), we administer compliance-related functions, and work with health services to assist them in meeting compliance and probity obligations.

As a customer-focused service organisation, we concentrate on providing services that our public health service customers can rely on, and our work supports our health service customers in delivering safe, high-quality and sustainable healthcare for all Victorians.

2. Position summary

2.1 The Senior Executive Administration Support Officer is responsible for providing efficient administrative and support to the Executive Leadership Team 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.

2.2 Main areas of responsibility of the role include:

- a. High level administrative support to the Executive Leadership Team, providing administrative and secretarial support and services.
- b. Manage key administrative activities of the relevant Board sub-committees.
- c. Support the Executive's direct reports to achieve operational and strategic outcomes.
- d. Leadership of minor projects as directed by the Executives.
- e. Assist the Office of the Chief Executive including assistance with reception with overflow calls and cover when required.

3. Specific duties and accountabilities

3.1 Role/team description

- a. Provide comprehensive administrative services directly to the Executive Leadership team (ELT).
- b. Demonstrate initiative in meeting the Executives expectations and ensure an efficient and coordinated working environment.
- c. Timely decision making and problem solving regarding administrative matters to ensure objectives and requirements are met.
- d. Interpret and evaluate information, set priorities, and monitor workflow.
- e. Assist the Executive Assistant and Executive Leadership Team with projects and undertake projects.
- f. Preparation and organisation of all aspects of the Executives calendar, emails and meetings including booking of venues, catering, presentation of documentation and general diary management.
- g. Undertake research, provide sound advice, and appropriate reporting as required.
- h. Support the ELT in coordinating actions, updates or other information gathering from stakeholders across the organisation and external parties, in a timely manner.

3.2 Overflow Secretariat for Board sub-committees

- a. Provide executive support for the Board sub-committees.
- b. Perform Secretarial duties for Board sub-committees including:
- c. Preparing agendas, briefings, minutes and actions.
- d. Collating and distributing briefing papers.
- e. Coordinating meeting times and other tasks as required.

- f. Maintaining document management system and attendance records.
- g. Coordinating other events as advised by the Board sub-committee.
- h. Working with the Chair to ensure compliance with company procedures, conflict of interest records and management plans, and declarations of private interests.
- i. 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.
- j. Attend meetings as appropriate.

3.3 Customer Service / Employee Support & Project Management

- a. Demonstrate high level of customer service to internal and external stakeholders.
- b. Provide professional management of internal and external clients by responding to written and verbal enquiries in an efficient and effective manner.
- c. Identify and develop communication opportunities with employees and stakeholders.
- d. Follow up on identified improvement actions arising from employee or management forums.
- e. Assist the Executives with projects and undertake projects as appropriate.
- f. Manage own tasks to ensure appropriate consultation and achieved targets.
- g. Ensure project outcomes align with strategic directions.

3.4 Leadership

- a. Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- b. Maintain strong lines of communication with key HSV stakeholders to ensure the smooth operation of the organisation.
- c. Support organisational change and growth to assist HSV in fulfilling its legislative functions in line with its Strategic Plan.

3.5 BeSafe

- a. Support the implementation of the BeSafe strategy to improve safety culture and outcomes across the business.
- b. Maintain an active participation in all aspects of supply chain safety, compliance, regulation, and innovation to ensure HSV is kept informed of new and emerging risks and risk control solutions and prepared and proactive with regards to incident, injury, and hazard mitigation.
- c. Support the development of risk assessments and management of safety across HSV
- d. Help coordinate BeSafe activities, forums, and training to help create a robust safety culture at HSV.
- e. Actively engage with team members to communicate, educate, and facilitate awareness of risks and to mitigate adverse incidents and achieve positive safety outcomes.
- f. Promote Health and Wellbeing Committee (HAWC) initiatives across portfolio.
- g. Take reasonable care for your own safety and act in a safe manner to reduce risk to others.
- h. Work in accordance and cooperate with HSV BeSafe policies, procedures, and safe work practices. Attend any BeSafe activities, forums, and training to help create a robust safety culture at HSV.
- i. Report hazards, incidents, and injuries in a timely manner, and alert your manager or OHS/BeSafe committee member to any unsafe practice. Take part in actions to eliminate hazards.
- j. Take affirmative action to ensure your own safety such as wearing the required personal protective equipment, follow organisation COVID procedures, adhere to cleanliness requirements and take part in any required attestations.
- k. Seek information and advice, when necessary, when carrying out any new or unfamiliar work. Do not undertake work outside your skill set, knowledge, or licence.

3.6 HSV values and cross functional collaboration

- a. 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.
- b. Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- c. 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.
- d. 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.

- e. Uphold HSV values:
 - i. Customer-centric; We work with our customer and put them at the centre of our decision making.
 - ii. Solutions-focused; We work together to find the best operational and commercial outcomes.
 - iii. Accountable; We do what we say we will do
 - iv. Respectful; We treat people the way we would like to be treated and work together in a safe, kind and honest way.
 - v. Open; We welcome new ideas and change as we continue to learn and grow.

3.7 Data security

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

3.8 Other duties

- a. While the principal duties of this position are as above, the Senior Executive Administration Support Officer may be required to undertake other duties from time to time.

4. Qualifications and Experience Required

4.1 Academic

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

4.2 Experience

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

4.3 Personal

- a. Well-developed communication and liaison skills, with strong commitment to providing excellent customer service.
- b. Excellent verbal, numerical, and written communication skills.
- c. Exceptional interpersonal skills with the ability to build relationships easily and resolve conflict.
- d. Highly organised with an ability to plan, and effective time management skills.
- e. Ability to develop and maintain positive working relationships with people at all levels within and outside the organisation.
- f. Ability to monitor multiple activities, influence, work co-operatively, negotiate and be self-directed.
- g. Strong attention to detail.
- h. Ability to maintain and respect confidentiality of the highest order and a high level of personal integrity.
- i. Adaptable to changing and competing priorities, with an ability to work under pressure and meet deadlines.
- j. Willingness to develop a high level of specialist knowledge in relation to the key responsibilities of the position.
- k. 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.
- l. 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.
- m. Strong analytical and problem-solving skills including the ability to identify issues and develop solutions to business issues.
- n. 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.
- o. Enthusiasm, energy, inquisitiveness, initiative and innovative thinking.

4.4 Location(s) for Work

- a. Primary:
 - i. Level 11, 50 Lonsdale Street, Melbourne VIC 3000, and

- b. Secondary:
 - i. Distribution Centre: Foxley Court Derrimut, Victoria.
 - ii. Distribution Centre: Ordish Road, Dandenong South, Victoria
- c. As relevant the role may be required to “work from home” from time to time.