

POSITION DESCRIPTION

Job title:	Executive Assistant	
Program/Service:	Service Delivery	
Employment Status:	Full time	
Location:	Coolangatta	
Award:	SCHADS Level 5	
Reports to:	Director Service Delivery	
Direct reports:	Nil	
Financial delegation:	\$1000.00	
Purpose		
<ul style="list-style-type: none"> • Provide high level administration and project support to the Director Service Delivery and Executive Team • Establish and maintain effective office and communication systems and procedures 		
Our Values		
<p>Trust & Respect – we act with integrity and treat people with courtesy and kindness Wellbeing – we connect, we give, we learn, we care and take notice Innovation – we share and foster ideas across the organisation Working Well Together – we work cohesively towards a common goal, creating a positive working environment Being Gracious – we really listen and be polite in our dealings with each other</p>		
Key results area (KRA)	Accountabilities	Estimated % of time spent on KRA
Administration	<ul style="list-style-type: none"> • Provision of high level administrative and secretarial support to the Director Service Delivery. • Coordination and support of Service Delivery Team meetings ensuring they are well planned and executed. • Manage all meeting and events (including travel arrangements) so that workflow occurs smoothly and maximises the efficiency of the Director Service Delivery and Executive team at all times. • Plan, organise and coordinate workflow through email and diary management, prepare correspondence and take minutes of all key meetings. • All sensitive/confidential information managed with integrity and maturity. • Develop spreadsheets, diagrams and process maps as required. • Act as the point of contact for project stakeholders 	45%
Projects	<ul style="list-style-type: none"> • Assist in the definition of project scope and objectives. • Maintain relevant program files and address potential issues. • Develop detailed project plans to monitor and track progress. • Prepare and provide documentation to internal teams and key stakeholders • Schedule, coordinate and support project meetings ensuring they are well planned, decisions recorded and executed. • Manage changes to the project scope, project schedule and project costs using appropriate verification techniques. • Retrieve necessary information (e.g. user/client requirements and relevant case studies). 	50%

	<ul style="list-style-type: none"> Track expenses and forecast. Measure project performance using appropriate tools and techniques. Provide Project Support - Collaborate with project team members Create and monitor workflows Measure and report on project performance Perform special projects as directed 	
Communication	<ul style="list-style-type: none"> Provide backup phone support for reception Provide effective interpersonal skills by maintaining good working relationships with key stakeholders and external clients 	5%
General responsibilities	<ul style="list-style-type: none"> Understand the aims and objectives of Momentum Collective and the relevant work division/s. Demonstrated commitment to working within the Momentum Collective Workplace Values. Responsibility of this position ensures that the highest quality of respect to clients is maintained at all times (refer to Confidentiality and Code of Conduct Agreement). Read and carry out actions from all relevant internal communications. Attend relevant meetings and approved staff development activities as appropriate to this position. Participate in an annual performance review and plan and seek formal supervision if required. Follow all reasonable direction from supervisors. 	Continual
Team collaboration	<ul style="list-style-type: none"> Assist in the development of risk and quality management policies and procedures, including the necessary documentation relevant to the service. Manage effective and professional boundaries and manage effective and professional relationships with all employees of Momentum Collective Proactively identify opportunities for continuous improvement. Perform as a role model for clients and staff in terms of attitude, behaviour and professional aptitude. 	Continual
Health and Safety	<ul style="list-style-type: none"> Take reasonable care for your own health and safety and take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons. Comply with any reasonable instruction given by the person conducting a business or undertaking that allows that person to comply with the WHS Act 2011 and WHS Regulation 2011. Cooperate with any reasonable policy or procedure of the business or undertaking that relates to work health and safety that you have been notified of. Be thoroughly familiar with all procedures relating to health and safety that are provided and in place pertaining to your role. Participate in any information, instruction, supervision and/or training programs for WHS as directed within agreed timeframes. 	Continual
Relationships		
Internal		
<ul style="list-style-type: none"> Employees across all divisions 		

External
<ul style="list-style-type: none"> Consultants engaged through Momentum Collective

Person specifications		
	Critical	Desirable
Qualifications and Credentials	<ul style="list-style-type: none"> Diploma in Project Management / Certificate IV in Business Administration, or other relevant experience / qualification Current Driver's Licence Satisfactory Criminal record check. 	
Experience	<ul style="list-style-type: none"> Proven ability in establishing and maintaining office systems and procedures Demonstrated ability to exercise initiative and work autonomously as well as part of a team Experience in organising meetings, developing agendas Demonstrated experience in facilitating committees, which includes minute taking 	<ul style="list-style-type: none"> Previous experience in the provision of community services, within the Not For Profit Sector.
Specific skills	<ul style="list-style-type: none"> Advanced skills across the Microsoft Office suite including Word, Excel, PowerPoint, Publisher Excellent time management and organisation skills with high attention to detail Able to undertake a range of activities requiring the application of established work procedures. 	
Critical competencies	<ul style="list-style-type: none"> Must be experienced as Project Administrator, Project Co-ordinator or similar role Experienced with Project management software including flowcharts, technical documentation and schedules Ability to undertake occasional travel to Momentum Collective regional sites Excellent communication skills with all stakeholders, maintaining confidentiality and diplomacy Able to manage own time, plan and organise own work. 	

Key performance indicators
<p>Performance will be reviewed based on expectations and specific indicators agreed upon with your Manager. These indicators will include matters critical to the success of 3SA such as:</p> <ul style="list-style-type: none"> Achievement of individual results Achievement of team results Completion of individual training and development Assessment of performance

Acceptance of responsibilities



I have read the requirements and responsibilities outlined in this position description, 3SA’s Code of Conduct and Employment Terms and Conditions and agree to meet and adhere to these and have my performance monitored and evaluated in relation to my performance in the role as detailed throughout this document.

I accept my performance will be measured through the agreed objectives and key performance indicators set with my manager each year and reviewed in accordance with 3SA’s performance management policies, guidelines and processes.

Employee

Signature

Date

Important note: *This position description serves as a guide to the scope and range of activities that may be required of the incumbent and may change at any time according to the needs and priorities of 3SA.*