

Manager, Executive Support and Administration

This position is within National Office.

This position reports to the Chief of Staff

Position

- Reporting line may vary depending on location and service size
- This position does not have any direct reports
- This position may have direct reports, positions vary
- This position has the following direct reports:
 - Executive Assistant
 - Senior Administration Officers
 - Contracts Administrator
 - Administration Officer

This position is designated Band 5 under the *Schedule of Authorities and Delegations*

- This position is a budget holder This position has designated revenue targets
- This position is an Aboriginal & Torres Strait Islander identified position
- This position does require a working with children related clearance

Purpose

The purpose of this position is to ensure the smooth and effective operation of support services to the Executive leadership team and smooth running of the Administration function at Head Office at Glebe and provide functional leadership to the administration function across TBS. The position also provides high-level executive support to the CEO and nominated members of the Executive Leadership Team.

To achieve this purpose, the position holder would typically:

Focus

- Provide high level executive support to CEO, designated Executive Directors and the broader Executive leadership team including coordination of Executive Director meetings and committees, meeting records and actions, administration support, preparation of documents and resources in advance of meetings, diary and travel management
- Liaise with a variety of external stakeholders as required on behalf of the Executive Team and National Office
- Evaluate information, data and situations to identify level of urgency, risk, confidentiality and sensitivity, ensuring the most appropriate action is identified, directed to the correct person to address and matters are escalated to appropriate individual in appropriate timeframes.
- Evaluate and appropriately identify when information is confidential or sensitive and ensure that confidentiality is maintained.
- Provide oversight of the Head Office administration team and supervise and train administration staff as required. Provide or arrange relief when staff are on leave or during busy periods. Ensure the administration function is efficient and delivers a high level of internal/external customer service
- Collaborate with senior managers to ensure the safety, wellbeing and security of staff in the office environment. Conduct housekeeping and ensure WHS checks are carried out by appropriately qualified staff or contractors in accordance with policies and regulatory standards
- Ensure relevant policies and procedures are adhered to by the administration team
- Provide support for functions such as leadership forums, events, reward and recognition programs as required
- Facilitate internal communication flow and forums/channels for the CEO and leadership team such as TBS Talks, Facebook for Workplace, email, newsletters
- Ensure the information on the internal intranet "The Hub" is maintained.
- Ensure the document and records management system is maintained
- Ensure the administration team are appropriately trained and their roles and responsibilities are clearly understood, monitor performance and workload.
- Support corporate services functions as required and particularly during peak periods of administration workload such as end of financial year, monthly invoicing, during audits and accreditation processes.

Outcomes

When things are going well we would expect to see these outcomes:

- Administrative team meets the needs of Executive leadership team in a timely and effective way
- Meetings are well organised, documented, and papers are distributed in a timely manner
- Effective support is provided to Executive Directors enable them to focus on their core purpose
- High-level of confidentiality and discretion displayed
- Contact is effectively triaged and coordinated

Relationships

We work collaboratively with others, however this position works close closely with:

Within The Benevolent Society:

- Board
- Executive Directors
- Directors/Managers
- Operational Admin Managers

Outside The Benevolent Society:

Range of external stakeholders/suppliers/contractors

To achieve the position purpose and outcomes the position holder will need to have:

Individual

- A VETAB accredited certificate in business services (or similar) would be desirable
- At least 5 years’ experience in a similar role providing support to Board, senior executives, with additional previous experience in administrative/office support roles
- Ability to identify what is commercially sensitive information and maintain appropriate levels of privacy and confidentiality
- Ability to effectively assess and field requests for access to senior executives, determining when it is appropriate to enable access and when it is appropriate to redirect
- Ability to use a range of software applications including Office, Outlook and customer databases
- Ability to encourage others to cooperate and respectfully manage expectations with stakeholders
- Ability to communicate effectively in both written and verbal formats
- Ability to coordinate tasks, manage interruptions and identify priorities in your daily work
- Ability to work independently without regular supervision

This position may require some flexibility in terms of travel or hours of work:

Travel

- Overnight travel/stays may be required
 - Some weekend work may be required
 - Some evening work may be required
 - Travel between office locations/regions may be required
 - Travel to clients (varied locations) may be required
 - Use of own registered, insured motor vehicle for business purposes may be required
 - Use of TBS pool cars may be required
- All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

Those with knowledge of this position say the things that might make your day are:

Context

- When you get through your to-do list at the end of a busy week
- Seeing that the senior executives you provide support to are “ready to go” and able to complete their work effectively
- The administration function across TBS is run efficiently, consistently and the high engaged administration team provides a high standard of customer service internally and externally

Those with knowledge of this position say some key challenges you might experience are:

- Changes to systems, processes and personnel can make it challenging to provide consistent high quality administration support
- Balancing competing deadlines and priorities within required timeframes
- Maintaining privacy and confidentiality, especially when colleagues may be encouraging you to share information

Approvals

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| Approver | Director, Human Resources | Date: 22 October 2018 | Position Code: ADM004 |
| Review history | V1.0 Release | | |
| Advertising | Executive Assistant, Personal Assistant | | |

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.