

## **Executive Support Officer Position Description**

### **Purpose of the position**

To anticipate and address issues (including contentious issues) and provide accurate advice on complex matters that arise within the workplace, often within tight timeframes. Collecting and assimilating information from a variety of difference sources whilst maintaining confidentiality and exercising diplomacy will also be required in the role of providing support to the Executive.

### **Hours of Employment and Salary**

Full-time, under contract: 35 hours per fortnight within \$80,000 to \$85,000 band.

### **Location**

Seniors Rights Service Central Office in Surry Hills.

### **Supervisor**

The CEO of Seniors Rights Service and provides similar part-time secretariat support to the CEO of Older Persons Advocacy Network (OPAN) which also has its office at the same site (roughly 0.2 FTE).

### **Selection Criteria**

- Experience in a similar role for 2-3+ years
- Degree, Diploma or comparable experience
- Excellent planning and analysis ability
- High level of enthusiasm, exceptional attention to detail and excellent interpersonal skills
- Rigorous in their organisational and administrative skills
- Proficient with Microsoft programs including Outlook, Excel, Word and PowerPoint
- Exceptional communication skills, both oral and written
- Solution focused and willing to go the extra mile to achieve success
- Excellent work ethic, ensuring deadlines and targets are met
- At ease working under pressure and in a fast paced environment
- Able to use their initiative and make decisions autonomously
- NSW driving licence

### **Key responsibilities**

- Act as the Executive point of contact, liaise with stakeholders and action requests to coordinate communication and proactively ensure responses meet deadlines
- Prepare, manage and review the provision of high level communications and correspondence including briefings, reports, submissions and ensure the comprehensiveness, accuracy, and timeliness of written information
- Implement, monitor and report on operational and project plans to inform decision making and support achievement of organisational objectives
- Research and prepare strategic advice, information and reports on diverse and complex policy, planning and operational matters to facilitate informed decision making and planning
- Develop and oversee the implementation and evaluation of administrative practices, systems and procedures to optimise efficiency and support the achievement of quality outcomes
- Provide issues management and support, responding to emerging issues to ensure effective resolution with minimal risk to the organisation
- Lead and/or contribute to projects to support the achievement of organisation level strategic and operational objectives

- Take and prepare minutes of Board, sub-committees and other executive meetings
- Oversee preparation of bi-monthly Board Report Papers.
- Liaise with landlord, IT company and other third parties for all building and equipment related issues and maintenance
- Manage contract and price negotiations with office vendors
- Management of staff computer equipment, laptops, and meeting rooms

**Performance Areas**

- Relevant personal attributes such as resilience and integrity
- Interpersonal skills that will allow for effective communication and negotiation
- Being able to deliver results through efficient planning and excellent problem solving
- Technology and project management skills
- Excellent people managing skills that will allow for both staff and business development
- Participating in the organisational management of Seniors Rights Service

<p><u>Performance Area 1</u> <b>Personal Attributes</b></p>	<p>The successful candidate will be able to display resilience and courage, and always act with integrity in the course of their employment. This involves:</p> <ul style="list-style-type: none"> <li>• Being flexible, showing initiative and responding quickly in the face of changing situations</li> <li>• Giving frank and honest feedback, and being open to criticism</li> <li>• Staying calm under pressure, especially in challenging situations</li> <li>• Representing Seniors Rights Service in an honest, ethical and professional way whilst encouraging others to do so</li> <li>• Demonstrate professionalism to support a culture of integrity and openness within the organisation</li> <li>• Actively prevent and report misconduct, and encourages others to do the same</li> </ul>
<p><u>Performance Area 2</u> <b>Work Relationship Skills</b></p>	<p>This will involve having high level communications skills to ensure effective negotiation with both staff and third parties.</p> <ul style="list-style-type: none"> <li>• Being able to translate technical and complex information to concise and easy to understand for diverse audiences</li> <li>• Create opportunities for others to contribute to workplace discussions, doing so by encouraging and participating in active listening</li> <li>• Being able to adjust communication styles to tailor it to individuals</li> <li>• Effective communication skills which involves communicating in a fluent and persuasive style</li> <li>• Showing sensitivity and understanding in resolving conflicts, whether it be between staff members or third parties</li> <li>• Negotiating effectively with sound and relevant arguments</li> <li>• Managing challenging relations with internal and external stakeholders</li> </ul>
<p><u>Performance Area 3</u> <b>Results</b></p>	<p>By being able to plan, problem solve and demonstrate accountability, the successful candidate will deliver results for Seniors Rights Service.</p> <ul style="list-style-type: none"> <li>• Researching and analysing information, identifying interrelationships and making recommendations based on relevant evidence</li> <li>• Effectively anticipating, identifying and addressing issues and potential problems and selecting the most effective solutions from a range of options</li> </ul>

	<ul style="list-style-type: none"> <li>• Participating in and contributing to team initiatives to resolve common issues or barriers to effectiveness</li> <li>• Being transparent in identifying and sharing business process improvements to enhance effectiveness</li> </ul>
<p><u>Performance Area 4</u> <b>Business Enabling and Project Management</b></p>	<p>With skills in technology and project management, the successful candidate will be able to ensure smooth operations in the running of the office.</p> <ul style="list-style-type: none"> <li>• Prepare clear project proposals and define scope and goals in measurable and realistic terms</li> <li>• Establish performance outcomes and measure for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Prepare accurate estimates of costs and resources required for more complex projects, and be able to effectively communicate the strategies and benefits of these to others</li> <li>• Monitor the completion of project milestones against goals and initiate amendments where necessary</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>
<p><u>Performance Area 5</u> <b>People Management Skills</b></p>	<p>The successful candidate will be able to manage, develop and inspire people in order to optimise business outcomes and successfully enact reform and change.</p> <ul style="list-style-type: none"> <li>• Ensure that roles and responsibilities are clearly communicated</li> <li>• Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</li> <li>• Develop team capability and recognise and develop potential in people</li> <li>• Be constructive and build on strengths when giving feedback</li> <li>• Identify and act on opportunities to provide coaching and mentoring</li> <li>• Recognise performance issues that need to be addressed and work towards resolution of issues</li> </ul>
<p><u>Performance Area 6</u> <b>Organisational Management and Professional Development</b></p>	<p>Contribute to the efficient and effective performance of Seniors Rights Service</p> <ul style="list-style-type: none"> <li>• Participate in staff meetings</li> <li>• Participate in Seniors Rights Service internal communication systems and procedures</li> <li>• Produce periodic reports as directed by the CEO</li> <li>• Source other funding and grants and write funding submissions</li> <li>• Undertake professional development activities including participation in “in-house” training, conferences and courses</li> </ul>