



## Position Description - Executive and Administration Assistant

<b>STATUS:</b>	Full-time – Ongoing
<b>AWARD &amp; SALARY:</b>	Position offers salary based on relevant section of Social, Community, Health and Disability Services Award. Level 3; Pay Point dependant on experience.  Salary Packaging in accordance with Public Benevolent Institutions applies.
<b>PRIMARY LOCATION:</b>	Warrnambool
<b>REPORTS TO:</b>	Chief Executive Officer and Manager People and Culture
<b>DIRECT REPORTS:</b>	NIL

### ORGANISATIONAL CONTEXT

Mpower is a well-established, successful, accredited not-for-profit community-based organisation servicing the population in the south west of Victoria. Mpower has been providing a range of services to individuals and families in the south west for over 45 years.

Over time the operation of Mpower has grown from a small voluntary service to an accredited agency employing in excess of 80 employees and providing a range of support services to over 800 families regionally. Mpower has experienced vast growth in past three years following the introduction of NDIS and the expansion of services.

As a result, a new position has arisen to work closely with the Chief Executive officer and Manager People and Culture. The position will provide high level administration support to both areas and will also work closely with the broader organisation to ensure the smooth running of CEO activities, briefings, recruitment and onboarding. Other projects may from time to time be provided to this position.

**RESPECT**

**EMPOWERMENT**

**QUALITY**

**NEW LEARNING**

**PRIMARY OBJECTIVES**

**Executive Assistant**

Working closely with the CEO, the EA will be the key point of contact for communication in and out of the CEO office. Managing information flow in a timely and accurate manner, collation and formatting of reports including but not limited to Board meetings, as well as diary and meeting coordination will form key areas of the role.

**People and Culture**

The position will be responsible for the day-to-day tasks involved in recruitment including posting jobs, scheduling interviews, employee database maintenance, ensuring training requirements are achieved, running reports and general enquiries. More broadly, the role will assist in the functioning of the People and Culture department by being involved with the Mpower Health and Wellbeing program, system and process improvement and creating efficiencies.

**KEY ACCOUNTABILITIES**

KEY AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
<b>People and Culture</b>	<ul style="list-style-type: none"> <li>• Delivery of People &amp; Culture strategies as part of a wider organisational planning including Health and Wellbeing initiatives</li> <li>• Oversight of recruitment and onboarding processes including role advertisement and interview coordination</li> <li>• Preparation and maintenance of employment documentation and files</li> <li>• Recording and tracking organisational compliance checks such as Police Checks, Working with Children Checks and Probationary Periods</li> <li>• Assisting with the coordination of recruitment, induction and training activities</li> <li>• Responding to and directing People and Culture inquiries</li> <li>• Ongoing maintenance of organisational People and Culture policies and procedures following internal review process</li> <li>• Staff engagement initiatives undertaken</li> <li>• Oversight of Mpower's HRIS</li> </ul>	<ul style="list-style-type: none"> <li>• Mpower's recruitment and selection activities are managed in line with organisational policies, procedures and statutory obligations</li> <li>• Compliance with relevant industrial relations legislation and regulatory obligations at all times</li> <li>• Relevant and insightful statistical information is provided to key stakeholders</li> <li>• Manage HRIS enquiries and work closely with the payroll area to ensure that staff related queries are responded to quickly and accurately</li> <li>• Display decision making and behaviour that aligns with Mpower Policies</li> <li>• Take an active role in managing the review processes of assigned policies in addition to contributing to policy reviews as requested</li> <li>• Positive communication with all stakeholders about Mpower measured by stakeholder feedback</li> </ul>
<b>Executive Assistant</b>	<ul style="list-style-type: none"> <li>• Manage CEO calendar and set up meetings</li> <li>• Make travel and accommodation arrangements as required</li> <li>• Format information for internal and external</li> </ul>	<ul style="list-style-type: none"> <li>• Calendar is managed and maintained with appropriate time provided for non-scheduled work including time to travel between meetings.</li> <li>• Information sent out from CEO office is timely, accurate and well</li> </ul>

**RESPECT**

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	<p>communication, i.e. memos, emails, presentations, reports</p> <ul style="list-style-type: none"> <li>• Take and direct phone calls</li> <li>• Organise and maintain e-filing system for all CEO work</li> <li>• Prepare and distribute meeting information such as agenda packs</li> <li>• Attend and accurately record minutes of meetings</li> <li>• Use various software programs during the course of work including MS office, reporting software and CRM.</li> <li>• Provide general administrative support</li> </ul>	<p>written/formatted</p> <ul style="list-style-type: none"> <li>• Communication is clear and professional and provides internal and stakeholders opportunity to express their need which in turn results in appropriate booking of meetings or phone calls.</li> <li>• All agenda packs are distributed in a timely manner to allow recipients to prepare for meetings.</li> <li>• Meetings are accurately recorded and minutes distributed in a timely manner following meeting conclusion</li> </ul>
<b>Stakeholder relationships</b>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• CEO and Executive Managers</li> <li>• People and Culture</li> <li>• Mpower Leadership Team</li> <li>• All employees</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Board Members</li> <li>• CEO Network</li> <li>• DFFH Representatives</li> <li>• Sector representatives</li> <li>• Job applicants</li> <li>• Consultants and contractors</li> <li>• External auditors</li> <li>• Compliance providers (DFFH, WWCC, NDIS Worker)</li> <li>• Industry peak bodies and representatives</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated professional relationships with internal customers as evidenced by feedback received through performance reviews and supervisor feedback</li> <li>• Proactive relationships with key stakeholders that ensure efficient services to Mpower's service delivery</li> <li>• Provide feedback to all key stakeholders, when relevant and requested, that fosters a constructive culture</li> <li>• Ensure cohesive relationships between colleagues are in line with organisational values and expectations</li> <li>• Effective communication is provided to all stakeholders</li> <li>• Decision making is supported by the internal delegated authority and key functions identified within the position description</li> </ul>
<b>Organisational Development and Teamwork</b>	<ul style="list-style-type: none"> <li>• Undertake industry training and develop technical knowledge base</li> <li>• Ensure cohesive working relationships with CEO, Executive Managers and Manager P&amp;C</li> <li>• Comply with all relevant legislative requirements, organisational policies, vision, mission and value statements</li> <li>• Assist in development of relevant policies, procedures and systems</li> <li>• Promote the organisation in a positive manner</li> <li>• Undertake and ensure currency of all mandatory training, certifications and licences</li> </ul>	<ul style="list-style-type: none"> <li>• Training and development is undertaken as required</li> <li>• Opportunities are identified that allow for continuous improvement within internal systems and processes</li> <li>• Positive engagement and communication with colleagues so as to ensure a positive workplace culture</li> <li>• Tasks undertaken are underpinned by the strategic goals of the organisation</li> <li>• Quality quarterly supervision with Manager is conducted as per organisational expectations</li> <li>• Annual performance appraisals are completed within identified timeframes to ensure that the role is in alignment with organisational expectations</li> </ul>

**RESPECT****EMPOWERMENT****QUALITY****NEW LEARNING**

	<ul style="list-style-type: none"> <li>• Build strong working relationships with employees and Leadership Team</li> </ul>	
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**SKILLS AND BACKGROUND REQUIREMENTS**

**Formal qualifications**

Related qualifications beneficial but not required.

**Prior experience and desired skills**

**Required**

- Experience as an Executive assistant or similar role supporting Executives/leaders within a business
- Demonstrated prior experience working within a team effectively
- Strong verbal and written communication skills with a high level of attention to detail, accuracy, and confidentiality
- Ability to work within and between different IT systems including client relation management systems
- High level administration skills
- Drivers License

**Desirable**

- Experience with recruitment processes
- Understanding of People and Culture processes

**Compliance Requirements:**

- Working with Children Check
- Compliance with a criminal background checks
- NDIS Worker Screening Clearance

**SIGNATURES:** We certify that the contents of this position description are a true and accurate reflection of this role:

Position holder:                      Date:    /    /                      Signature:

Supervisor:                              Date:    /    /                      Signature:

HR Representative:                      Date:    /    /                      Signature: