



Position Description

Position Title

Executive Assistant

Introduction

The EW Tipping Foundation (EWTF) is leading and developing a growing network of community service organisations across Victoria. To service continuing growth, we have recently established a Statewide Coordination Centre from which we provide governance and strategic coordination, executive leadership and corporate services, as well as the coordination of our community support services.

With the growth and development of the EWTF network and our relocation to a central office, we have created this exciting new position to provide high level support to a dynamic and diverse executive team to assist them to achieve their strategic objectives.

Position Summary

The Office of the CEO is located at the Statewide Coordination Centre and coordinates governance and strategic direction for the network, interacting with key stakeholders such as board members, members of the network executive team, alliance partners, sector leaders, supporters and service users, together with the network leadership team, employees, contractors and other external parties.

In this newly created role, the Executive Assistant will:

- Assist and support the network executive team to meet their strategic and business plan objectives by maintaining and streamlining related activities and systems.
- Provide the network executive team with efficient administrative support, including records management and management of the central contact database.

The role is based in Carnegie, 15 minutes southeast of the CBD just off the Monash freeway. There may be some occasional travel within the metropolitan and regional areas, to our other offices and services and to events.

Who we are looking for

You love variety and diversity. You have proven experience in providing exceptional administrative support at executive level and are looking for a challenge and the opportunity to take on a role where you can extend your experience and skills in supporting a high performance executive team.



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At the same time, you know you are helping to make a difference to people with disability, children, families and older people.

You thrive on managing your duties and responsibilities efficiently, knowing that your attention to detail, your ability to take the initiative and anticipate the needs of the executive team, and your versatility across areas such as writing, research and database and records management will ensure that you will quickly become an integral and pivotal member of the team.

You are a high achiever and your conscientious approach, along with your high level administrative skills, will enhance the capacity and performance of the executive team.

You enjoy working with minimal supervision across a diverse range of tasks. While you are able to problem solve and can be creative and think laterally to achieve the desired outcomes; you also know exactly when it is necessary to follow defined procedures.

It won't be long before we wonder how we ever managed without you!

Who we are

E W Tipping Foundation is itself one the largest community services organisations in Victoria and is also leading and developing a growing network of community service organisations.

We were founded following a high-profile public meeting in 1970. Since 2000 we have grown almost tenfold in size, and we now support more than 1500 people across the state. For much of our history our focus has been on people with disability, however for several years we have been expanding the scope of our community activities.

Vision: Independence, choice and community for all

Mission Statement: Our mission is to empower people to maximise their life choices, by:

- Providing services which continually improve,
- Fostering inclusive communities, and
- Encouraging positive change.

Values: We believe that the core values of respect, integrity, empowerment, open communication and continual learning underpin our commitment to supporting people to enhance their life opportunities and choices. We expect all stakeholders to uphold these values in their interactions.

About the position.

Our dynamic and diverse executive team need an enthusiastic, skilled and professional Executive Assistant to step in and take the initiative to become a pivotal support to the team across a range of administrative and other areas. The executive team consists of the Chief Executive



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Officer, the Chief Operating Officer, two General Managers of Services and Manager of the CEO's Office & Community Relations.

The role requires excellence in:

- Providing efficient organisation of the executive team and CEO's Office and a high level of administrative and secretarial support
- Adopting time management and office practices that promote effective use of the executive team's time
- Providing timeliness, accuracy and professional quality of information/ documentation preparation and presentation
- Supporting governance processes including preparation and distribution of board documentation and meeting preparation
- Monitoring progress and taking appropriate follow up action to secure compliance with instructions or requests for the executive team.
- Assisting with events and functions on behalf of the board and executive team
- Managing and utilising a central database and developing a central record management system

Core Skills

- Excellent administrative and written communication skills including the ability to provide secretarial support and independent preparation/composition of clear, concise reports, correspondence and memoranda
- High standard of verbal communication skills, including with assertiveness, tact and diplomacy, to reflect a professional standard of interaction, in dealing with the board, executive, leadership team, employees, external organisations and their representatives, supporters and service users.
- Ability to anticipate the business needs of the executive team, including independently preparing correspondence, managing schedules, researching and providing reference material in advance, preparing for regular meetings and events
- Time management skills to assist the executive team in programming of priorities.
- Ability to set personal workload priorities, observe time constraints and co-ordinate adherence to deadlines.
- A working knowledge of records management procedures.



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- An understanding of corporate governance requirements as applying to the preparation of board papers and maintenance of network records.
- Good knowledge and the ability to use computer applications including: Microsoft Word, Excel, Powerpoint, Access, Internet Explorer, Cambrion HR Manager, thank Q, Chris 21
- Good understanding of the principles of the English language, such as grammar punctuation, spelling, current standards for letter formatting, etc.
- Ability to comprehend the significance of EW Tipping Foundation network policies and initiatives in order to assess priority of written and personal communication and other job tasks

Level of supervision:

Responsible to: Manager: CEO's Office & Community Relations

Liaison with stakeholders:

You will liaise directly with stakeholders across the sector, as well as with other service providers, board members, staff, service users and their families.

Key Roles

- Produce general correspondence, memoranda, presentations, reports and correspondence of a confidential nature on behalf of the executive team.
- Screen telephone calls, field inquiries and requests and escalate urgent matters for the attention of executive team members.
- Manage and coordinate the schedules and diaries of the executive team, including business appointments, meetings, travel arrangements, meeting preparation etc
- Communicate on the executive team's behalf with the leadership team, executives of external organisations, board members, politicians, contractors, employees and a range of individuals and agencies both internal and external to the network.
- Provide high level confidential administrative and secretarial support, including minute taking and transcription, for the executive team
- Assist with governance processes, including the preparation and distribution of board papers, minutes and other meeting preparation.
- Provide effective time management assistance to the executive team by regularly reviewing and prioritising executive correspondence.



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- Assist with network events and functions, visits, tours or other activities on behalf of the executive team; in conjunction with other groups/individuals as required.
- Coordinate and assist with the preparation and submission of tenders and other submissions
- Prepare/research information for the executive team as required
- Maintain and utilise the central contact database
- Utilise relevant computer applications including: Microsoft Word, Excel, Powerpoint, Access, Internet Explorer, Cambron HR Manager, thank Q, Chris 21
- Develop and maintain a records management system for the executive team
- Liaise with the Office Coordinator and provide guidance and assistance where appropriate

Key Selection Criteria

1. Proficient comprehension and written communication skills to enable analysis of incoming documentation and preparation of correspondence/ reports as required
2. Proven time management skills enabling the delivery of an efficient and effective administrative, secretarial and support service
3. Highly developed interpersonal skills, including assertiveness, tact and diplomacy conducive to establishing effective working relationships
4. A proven ability to work with minimal supervision or direction, to show initiative and to anticipate and meet the business needs of senior executives
5. Demonstrated experience in records management
6. Demonstrated experience and qualifications in the secretarial or administrative field, with well developed knowledge of computer software applications including: Microsoft Word, Excel, Powerpoint, Access, Internet Explorer, Cambron HR Manager, thank Q, Chris 21
7. A current Victorian Drivers' Licence

Remuneration:

This is a permanent full-time position and will be generously remunerated according to skills and experience, utilising tax-free salary packaging to advantage.

Professional Association:

Membership of a relevant professional association would be highly regarded.



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Location:

This position is based in Carnegie. Occasional travel to our other offices, service sites or events within Victoria may be required.

Classification, Hours & Basis of Employment:

This is a permanent full-time position. Hours will generally be within normal business hours, however some flexibility will be required. We have an expectation of a focus on outcomes and an expectation that the incumbent of this position will be professional in managing their time.

Commencement:

The position will commence as soon as possible.

Closing date

Applications should be received by 5pm Tuesday 9 March 2010.

How to apply

Applicants should include an application letter, a summary of relevant personal and professional experience, a minimum of two referees, and a statement responding to the Key Selection Criteria. Response to the Key Selection Criteria is strongly encouraged. Total length of applications should be no more than 4 pages.

Emailed applications to recruitment@tipping.org.au (using MSWord attachments) are preferred. Please list the role you are applying for in the header.

Faxed applications to 03 9564 1004 or mailed applications marked "Confidential" to "Human Resources, Executive Assistant role", C/- Office of the CEO, E.W. Tipping Foundation, 1036 Dandenong Road Carnegie Vic 3163.

For additional information regarding the role, please contact Jantine Eddebuttel, HR Manager, on 9564 1000. The interview panel will comprise two to three people and the interview will comprise a series of questions and potentially one or more scenario or similar exercises. Additional selection methods may also be used. Equal opportunity principles will be applied. Appointment to this position will be subject to a criminal records check.

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