Executive Assistant and Office Manager

Department	Executive Office	Reports To	Executive Officer
Positions reporting to this position	None		
Location	Goulburn Street , NSW	Award Level	4
Award Name	Social, Community, Home Care and Disability Services Industry Award 2010		

Primary Purpose of this Position

The position provides executive support to the CEO, administrative support for the management team and Board and is responsible for management of the Goulburn Street office. The role supports the efficient and effective operation of the executive office by establishing, evaluating and improving administrative systems and procedures to ensure an appropriate level of client service, office functionality and administrative support. The role involves maintaining confidentiality of high-level information as well as engagement with government and other stakeholders.

Accountabilities

1. Support the CEO to achieve personal and organisational objectives by providing superior executive and secretarial support that ensures optimal use of the CEO's time and supports the delivery of the strategic and business plans
2. Provide administrative support to the CEO, Board and Management Team by coordinating travel arrangements, conference and event registration for the business
3. Improve and maintain quality service delivery of office management services through the review and development of policies, systems and processes that increase efficiency and customer satisfaction
4. Support the effective operation of Bridge Housing's head office including the management of office facilities, supplies and equipment.
5. Draft and edit correspondence and communications on behalf of the CEO
6. Event management including logistics and catering for board, executive team meetings, workshops, internal and external events and functions
7. Assist with preparation, formatting and distribution of agenda and associated papers for Board, Executive, sub-committee, team meetings and various other meetings.

OTHER SKILLS, EXPERIENCE AND QUALIFICATIONS

- 5 years' experience in a similar role supporting a CEO or senior Executive
- Driver's license

Cultural Capabilities

Cultural capabilities are common to all jobs at Bridge Housing. They describe the critical behaviours and ways of relating to work colleagues and others. These capabilities translate the Bridge Housing corporate values such as socially responsible, people focussed, building relationships and professionalism and integrity.

SOCIAL AWARENESS

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates social awareness	• Continually shares knowledge and experience in working in a culturally diverse environment with those less experienced. • Develops and adopts communication and business processes and practices appropriate to the needs of various cultures engaging with the business.	Level 3
Understands the operating environment and its stakeholders	• Maintains a good understanding of current issues affecting the sector and its consumers. • Maintains current knowledge of key legislation, policies and practices relating to the sector and the organisation. • Interprets and applies relevant legislation, regulations, policy and procedures in undertaking work.	Level 3
Values diversity and social inclusion	• Demonstrates a passion for social justice and social inclusion. • Shares knowledge and experience in working in a culturally diverse environment with those less experienced. • Demonstrates equitable and socially inclusive decision making and work practices when	Level 2

CLIENT FOCUSED

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates service orientation	• Develops and coordinates client service strategies for the provision of quality client service.	Level 3
Strives for excellence in service delivery	• Models excellence in client service. • Demonstrates an in-depth knowledge of clients, their needs and how to solve complex issues. • Coaches and mentors others to improve their service delivery and client service • Takes corrective action where required.	Level 3
Demonstrates professional empathy	• Advocates the needs of clients to advance their interests. • Understands unexpressed or complex thoughts when dealing with clients..	Level 2

STRATEGIC RELATIONSHIPS AND PARTNERSHIPS

Capability and Elements	Behavioural Indicators	Capability Level
Builds relationships and networks	• Has a network of business contacts that are nurtured and maintained for the mutual benefit of the client and the organisation.	Level 3
Works effectively in a team	• Works cooperatively within own team and cross functional teams to where required to achieve goals.	Level 2

CONTINUAL IMPROVEMENT AND CHANGE

Capability and Elements	Behavioural Indicators	Capability Level
Strives for continual improvement	• Looks for and suggests alternatives which could positively improve the organisation. • Contributes ideas for improvement.	Level 2
Manages and embraces change	• Openly supports change and motivates others to adopt new ideas and work practices. • Assists others to adapt to change effectively, dealing with resistance. • Actively consults with others affected by the change. • Ensures others understand the change and have the appropriate training and knowledge to adopt the change. Initiates change where required. • Looks externally for opportunities for change/improvement	Level 3

PROFESSIONALISM AND INTERGRITY

Capability and Elements	Behavioural Indicators	Capability Level
Acts with integrity	• Delivers on promises and to deadline. • Understands and demonstrates the need to balance responsibilities to the organisation, clients and a wider stakeholder network. • Interacts and responds to others in a personable and professional manner which is non judgemental.	Level 2
Works within safety, risk and governance frameworks.	• Contribute to the identification and control of risks and hazards in the work place. • Interprets and applies relevant regulations, policy and procedures and ensures compliance in work practices. • Demonstrates a commitment to client privacy and confidentiality by securing records and practicing excellent administration practices.	Level 2

Capability and Elements	Behavioural Indicators	Capability Level
Acts with integrity	• Delivers on promises and to deadline. • Understands and demonstrates the need to balance responsibilities to the organisation, clients and a wider stakeholder network.	

Enabling Capabilities

Enabling capabilities are the core skills, knowledge and abilities required to effectively deliver and perform most roles at Bridge Housing. They support the delivery of a person's accountabilities and KPI.

PLANNING AND ORGANISING

Capability and Elements	Behavioural Indicators	Capability Level
Planning and organisational skills including strategic planning	• Prioritises others' work and delegates appropriately. Ensures that key requirements are met. • Demonstrates flexibility in planning to meet unforeseen circumstances. • Uses planning tools, systems and procedures to plan and organise own and teams performance.	Level 3

PROLEM SOLVING AND DECISION MAKING

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates analytical thinking and problem solving skills	• Seeks all relevant information on problem to assist in development of solutions. • Engages key stakeholders to find best solution to problems. • Implements and monitors solutions. • Instructs and guides others in the process of resolving problems.	Level 2

COMMUNICATION

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates effective verbal communication skills	• Confidently conveys ideas and information in a clear and interesting manner. • Explains complex concepts in such a way as to be understood by the target audience. • Develops scripts and presentations to range of audiences on specific projects and initiatives. • Models good verbal communication techniques to the team. • Diffuses tense situations comfortably.	Level 3
Uses written communication effectively	• Demonstrates knowledge of effective communication and uses the most appropriate method. • Develops briefs and recommendations which balance competing ideas and arguments. • Writes policy and procedures in a logical and systematic way.	Level 3
Negotiates with skills and influence	• Uses diplomacy and tact to negotiate in difficult decisions and situations. • Able to effectively discuss complex concepts with other expert stakeholders. • Confidently conveys ideas and information in a clear and interesting manner. • Uses experience, precedents and own views to advocate own viewpoint. • Assesses situations and knows when to	Level 3

COMMUNICATION continued

| Manages and resolves conflict | • Mentors others in conflict management approaches.
• Keeps senior members of staff briefed on conflict and their resolution.
• Successfully brokers solutions acceptable to all parties.
• Supports team members manage conflict effectively.
• • Implement the conflict resolution procedure in the work area as required.
• • Makes clear judgements around matters which can | Level 3 |

TECHNOLOGY

Capability and Elements	Behavioural Indicators	Capability Level
Uses and harnesses technology	• Uses applications at an intermediate to advanced level. • Contributes to the implementation of new technology and updates. • Coaches and advises others to improve the use of technology in the workplace..	Level 2

POLICY AND PROCEDURES

Capability and Elements	Behavioural Indicators	Capability Level
Develops and maintains workplace policy and procedures	• Policy and procedures • Leads or participates in the development, review and implementation of work place policy and procedures that guide work practices, maintain compliance and work within the community housing framework. • Ensures all staff are informed of legislation, standards, regulations and policies and procedures that apply to their work. • Ensure all roles have relevant procedures prepared for easy handover and training of new staff. • Independently drafts policy for the relevant work area. • Provides advice on the development of policy and procedures in specialist area. • Fosters staff support for policy implementation.	Level 3

Professional Capabilities

Professional capabilities define the specific knowledge, skills, abilities that are specialist or specific in nature. They are not relevant to all roles at Bridge Housing, however have been identified as critical to delivering Bride Housing's objectives now and in the future.

FINANCIAL MANAGEMENT

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates sound financial management practices	• Assists with budget reviews and works to established budgets. • Demonstrates good skills in financial analysis and reporting. • Effectively manages teams budget and ensures financial targets and controls are maintained.	Level 3

PROJECT MANAGEMENT

Capability and Elements	Behavioural Indicators	Capability Level
Experience managing and/or participating in projects	• Has a good understanding of project management methodologies. • Participates in project planning, monitoring and evaluations. • Alerts project leader immediately on discovery of problems that may put the project in jeopardy or behind schedule. • Assists in planning the work in area of expertise. • Adjusts priorities in response to project needs. • Provides feedback for continual improvement after project close.	Level 2

TECHNICAL KNOWLEDGE

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates and applies technical/professional experience	• Demonstrates an understanding of own role and other's in the team. • Demonstrates an understanding of the policies and procedures required to ensure efficient delivery of own role. • Demonstrates an understanding of other organisations in the context of their area. • Keeps up to date with policy and procedural changes relevant to the role. • Willingly shares knowledge with others.	Level 2