



Job Description Form

GENERIC - Executive Assistant

Various Divisions

POSITION DETAILS

Classification Level: Level 3
Award/Agreement: PSA 1992 / PSGOGA 2014
Position Status: Permanent
Organisation Unit: Various Divisions
Physical Location: Perth CBD

REPORTING RELATIONSHIPS

Responsible to: Executive Manager – Level 7

THIS POSITION: **GENERIC - Executive Assistant – Level 3**

OVERVIEW OF THE POSITION

The key role of the Executive Assistant is to provide a professional level of secretarial, administrative and research support to the Division Head. The position is pivotal in the efficient functioning of the Division Head's office and operates in an environment of competing priorities and constant adjustment. The position is required to manage a diverse range of tasks inclusive of diary management, preparation and vetting of confidential and sensitive correspondence, administrative support for meetings/committees, file and issues tracking and conducting document and information searches.

The position also has a research role in assisting with the investigation into issues of the day, preparation of detailed correspondence, briefing notes and preparation of reports. As the Division Head is involved in numerous committees and meetings the Executive Assistant must ensure the collation and preparation of accurate and concise file notes and background papers.

The position liaises and interacts with a diverse range of internal and external customers including members of executive and representatives within the public and private sector.

The Executive Assistant reports directly to the Executive Manager and has the capacity to make decisions pertaining to the management of the Division Head's files, the vetting of correspondence, prioritisation of telephone calls and enquires, coordination of travel and accommodation requirements and the Division Head's daily appointments. Discretion and judgement are required in dealing with numerous confidential and sensitive issues.

JOB DESCRIPTION

As part of the Division Head's office, the successful applicant will be expected to:

- Maintain focus on the Department's goals concerning safety, security and rehabilitation;
- Work to improve communication and model integrity and respect in all interactions;
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity;
- Operate within chain of command facilities to coordinate activities required to meet the Department's strategic objectives;
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.

ROLE SPECIFIC RESPONSIBILITIES

- Assists Division Head by providing a professional level of administrative support within an environment of competing priorities and constant adjustment.
- Coordinates and manages the Division Head's diary of appointments and meetings.
- Receives and opens daily mail. Prioritises incoming and other confidential correspondence.
- Maintains an accurate and effective correspondence and file tracking and recording system to ensure issues raised are actioned in a timely manner and to a high standard.
- Anticipates the needs of the Division Head in relation to forthcoming meetings and events and makes appropriate advance arrangements for those needs, including coordinating itineraries, travel and accommodation arrangements.
- Receives and directs incoming telephone calls and visitors.
- Receives and arranges deliveries and purchases.
- Interacts with diplomacy and professionalism with a diverse range of internal and external customers on behalf of the Division Head and provides advice and initiates appropriate action to enquiries.
- Briefs the Division Head on all correspondence and issues submitted for consideration by communicating key issues and identifying opportunities and risks.
- Ensures that all correspondence intended for the Division Head's signature is prepared to a professional level.
- Assists with the investigation, research and responses to issues referred to the Division Head's office for attention.

- Undertakes document and information searches ensuring any relevant briefing and background papers are collated and included in the Division Head's meeting papers.
- Disseminates information on behalf of the Division Head.
- Assesses correspondence and files directed to the Division Head for consideration with the view to confirming the appropriate delegation level.
- Assesses and ensures that all correspondence that is for the Division Head's signature is in keeping with Departmental standards and formatting.
- Undertakes and assists with special projects as requested by the Division Head.
- Monitors and undertakes reporting on finance and/or human resources information as required.
- Performs other duties as requested.

JOB RELATED REQUIREMENTS

In the context of this position, the ability to demonstrate the following skills, knowledge and experience.

Shapes and Manages Strategy

The ability to; understand the reasons for decisions made within the division and be able to explain how they are related to their work, identify issues that may impact on the achievement of goals and inform supervisor, utilise knowledge of the work environment to contribute to planning activities, draw information from a variety of sources and apply common sense to analyse what information is important/relevant are all important for this role.

Achieve Results

The ability to; reschedule and reorganise work to reflect changes in priorities, demonstrate knowledge of new programs, plans or services that are relevant to the position, maintains accurate records and files; and, ensure that tasks are completed within allocated timeframes are all fundamental to this role.

Builds Productive Relationships

The capacity to; build and maintain relationships with senior management colleagues and clients, share information with stakeholders and seek input from others to inform team discussions, ensure that relevant/important information is shared where required, treat people with respect and courtesy and to act on constructive feedback are requirements for this role.

Exemplifies Personal Integrity and Self-Awareness

A commitment to; adhere to the Code of Conduct in all interactions, behave in a honest professional and ethical way, check and confirm the accuracy of all information prior to release, take responsibility for the completion of work and seek guidance where necessary, stay calm under pressure and not react personally to criticism, acknowledge mistakes and learn from them, meet agreed performance levels and seek and accept supervisor feedback and guidance are all important for this role.

Communicates and Influences Effectively

An ability to; structure messages clearly and succinctly orally and in writing, gain a clear understanding of others comments by actively listening and asking questions to ensure understanding – checks that own views have been understood and able to discuss issues thoughtfully without becoming aggressive are requirements for this role.

Role Specific Criteria

- Demonstrated experience in the provision of a comprehensive range of secretarial, administrative and research support activities to executive management in a demanding and dynamic office environment with multiple competing priorities and strict deadlines.

SPECIAL REQUIREMENTS/EQUIPMENT

Nil

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Director Human Resources

Signature: _____ Date: _____

HR CERTIFICATION DATE: _____