

Job Description

Company:	West's Illawarra	Site:	West's Illawarra
Department:	Executive	Group:	Executive
Subgroup:	Executive	Reports to:	CEO
Job Title:	Executive Assistant	Number of Position Reports:	0

Job Purpose

The role of Executive Assistant will ensure professional secretarial services to the Executive and be dynamic in administration and report preparation, meeting coordination, organising travel and accommodation as required. Critical to this role are exceptional interpersonal, communication and time management skills, along with good knowledge of Microsoft office packages and the flexibility to support relevant committee meetings as required by the CEO. This role incorporates the responsibility of ensuring the professional provision of service to members and industry contacts is maintained at the highest level.

Responsibilities

Key Responsibility Areas

- Assist the CEO and Strategic Leadership Team with the development and administration of policy, including the facilitation of stakeholder meetings to assist with the translation of intentions and standards into action.
- Fulfil the role of high-level personal assistant for the CEO, including the preparation of research papers, reports, policy documents and proposals for consideration as required. Attending to diary & meeting management; email management as agreed; report writing and collation of information; servicing of meetings chaired by the CEO and Strategic Leadership Team.
- Ensure a high standard of member and customer service is maintained and enhanced at the Club's main reception, overall electronic communications and whilst representing the Club externally, by displaying friendly, responsive, courteous and effective interaction.
- Conserve Strategic Leaders time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analysing information; initiating communications.
- Maintain Strategic Leadership Team member appointment schedule by planning and scheduling meetings, conferences, teleconferences, and travel.
- Provide support to the Strategic Leadership Team, ensuring all documentation is presented in a manner supporting and enhancing the professional image of the Club.
- Assist the Strategic Leadership Team with the coordination of meetings and functions including the AGM, along with the responsibility of attendance as required at relevant committee meetings

- Assume responsibility for preparation of agenda and business papers, attendance and recording of minutes, in a professional, accurate, confidential and timely manner.
- Assist Strategic Leadership Team when required to make travel and accommodation reservations as required and keeping accurate records in relation to same, for reconciliation with travel and accommodation accounts.
- Compile itineraries for corporate travel – including the preparation of agenda's / briefing documents and background research required for meetings and appointments
- Develop knowledge of the industry and associated governing bodies to enable the efficient handling of enquires and requests for information from both external and internal customers.
- Assist in preparation of reports by collecting and analysing information
- Assist with project work as required

Office Management

- Answer phones, take messages, transfer calls and answer enquires from internal and external stakeholders
- Assist the Strategic Leadership Team in management of IT including:
 - Being the first point of contact and liaison point with the Club's IT provider
 - Coordination of the IT ticketing system, ensuring resolution of IT issues in a timely manner
 - Maintenance of IT user accounts and mail distribution lists
 - Delivery of IT device replacement plan
 - Liaising with the Club's IT provider to ensure timely and required software updates
 - Coordination of the Club's Cybersecurity training program
 - Other IT related projects as required
- Receive and distribute deliveries
- Order and maintain stationary and office supplies
- Provides historical reference by developing and utilising filing and retrieval systems
- Update and distribute administration correspondence such as internal phone lists
- Collect and distribute mail daily
- Cover at reception as required
- Keep administration offices and photocopy room clean and tidy
- Managing the day-to-day operations of the office
- Ensure that the administration functions of the organisation are efficient and effective
- Perform other duties consistent with the level of this position or as required.

Competencies

- NB: The required level of each competency is determined by the responsibilities of the role.

Qualifications	<ul style="list-style-type: none"> • Diploma in Business Administration, Event Management or other relevant qualification (desirable)
Experience & Knowledge	<ul style="list-style-type: none"> • Business Writing skills • Strong organisational skills, the capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines. • Previous experience in a similar role (essential) • Demonstrated relevant experience with Microsoft Office Programs such as Word, Excel, Outlook and Teams. • Demonstrated high level skills in dealing confidently and courteously with people at all levels. • Experience in organising workshops and meetings, including preparation and distribution of papers. • Ability to compose and present correspondence of a non-specialist nature. • Capacity to work independently with minimal direction and collaboratively in a team environment • Project Management experience (desirable) • Extensive experience in providing executive support and assistance at a senior level.
Skills	<ul style="list-style-type: none"> • Attention to Detail • Problem Resolution • Develop and maintain effective networks with internal stakeholders, contractors and industry colleagues • Display confidence when dealing with others, along with well-developed written and verbal communications skills • Adopt and adjust to change and its processes • Set priorities, plan workload, meets deadlines and achieves the objectives through the efficient use of time • Confidently use a computer along with the ability to use Microsoft Office programs.
Attributes	<ul style="list-style-type: none"> • Initiative • Decision Making • Commercial Focus • Culture Fit • Professionalism • Work Autonomously • Interpersonal

Standards of Behaviour

	Wests Illawarra employees are expected to:
Equal Employment Opportunity	Comply with the principles of Wests Illawarra's EEO Program by treating all others with respect and consideration.
Work Health & Safety	Take reasonable care to ensure your own health & safety at work and that of any other person & by co-operating with management in the keeping of a safe work place.
RSA & RCG regulations	Comply with all RSA and RCG regulations, including Aster safety management plan.
Staff Handbook	Comply with Wests Illawarra Staff Handbook.
<i>Policies & Procedures</i>	Comply with Wests Illawarra policies & procedures.
<i>Confidentiality</i>	Comply with Wests Illawarra confidentiality requirements.
Ultimate Experience	Deliver to our members and guests the "ultimate customer experience" every time.

Please acknowledge that you understand this job description by signing both copies, one copy should be retained by yourself and the other copy is to be returned to Human Resources.

Print Name		Signature		Date	/ /
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