



Position Description – Executive Assistant

Department:	Services
Reports To:	Chief Services Officer
Location:	Flexible, Melbourne preferred (some travel may be required)
Position Purpose:	The purpose of the role is to provide high level executive support to the Chief Services Officer in an efficient, professional, and confidential manner, and lead the coordination of specific projects and relationships.

Working within the Executive Team, the role requires a detailed understanding of the vision, mission and values of the organisation and the supports and services offered.

As Deaf Connect is a not-for-profit national service provider and social impact organisation supporting the Deaf and hard of hearing community, this role requires proficiency in Auslan or a commitment to achieving this within a reasonable timeframe. Training and time to attend training can be provided.

KEY RESULTS AREAS:

Under direction of the Chief Services Officer, the Executive Assistant will work to achieve high quality results in the following:

ACCOUNTABILITY [1-4]

Has direct responsibility over	[1]	Recommends, advises, interprets	[2]
Shares responsibility with others	[3]	Provides information	[4]

Executive Support

Provide high quality and efficient executive support to the CSO, including meeting, travel and interpreting coordination and document management	[1]
Work as part of the CSO team and provide support to team members	[3]
Assist with the coordination of meetings, events and functions, including the preparation of agendas, minutes, actions and reports	[2]
Coordinate specific projects as directed by the CSO	[1]
Arrange travel plans and itineraries and compile documents for travel-related meetings	[2]
Establish, manage, and maintain effective industry and stakeholder networks	[1]



- Develop, manage, and maintain effective partnership and stakeholder relations with relevant industry and sector supplier organisations [1]
- Work closely with other Executive Assistants and administration staff to ensure adequate support across the Executive Team and organisation, including provision of Executive interpreting support [2]
- Liaise with all levels of the organisation on behalf of the Executive [2]

General

- Comply with Deaf Connect policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk of injury [1]
- Understand and work within the relevant parts of the Deaf Connect quality management system [1]

DECISION MAKING

Decisions

Operational efficiency and effectiveness, including time management and work priorities

Recommendations

PRIMARY RELATIONSHIPS

Internal

- CSO
- Executive Assistants
- Executive Team
- Management team
- Service GMs and Managers

Purpose / Relationship

- Line Manager
- Recommendations, reporting, advice and support
- Provide support, as required
- Collaboration, advise and support
- Collaboration, advise and support

External

Industry and sector networks and partners

Purpose / Relationship

Develop and manage supplier and stakeholder partnerships, contracts and collaboration

Persons/functions that report to this position

Nil

Role / Relationship



KNOWLEDGE AND SKILLS

Requirement for Skills / Knowledge in this position

	[N] None	[L] Little need	[D] Desirable	[M] Moderate	[I] Important	[C] Critical
	N	L	D	M	I	C
Leading				*		
Innovating				*		
Planning						*
Organising						*
Patience & Friendliness						*
Customer/Client Orientation						*
Financial Acumen				*impac		
Administration						*
Auslan					*	
Professionalism						*
Acceptance					*	
Problem Solving						*
Deciding					*	
Implementing						*
Communicating						*
Flexibility						*
Consulting				*		
Participating					*	

SELECTION CRITERIA

Essential

- ♦ 3 years + experience in providing executive support and assistance to an Executive role.
- ♦ Auslan skills (Cert 3 or equivalent) or a willingness to attain proficiency in Auslan within a prescribed timeframe
- ♦ Demonstrated experience with all Microsoft Office programs, SharePoint, Teams and Outlook or similar
- ♦ Excellent planning, organisational and time management skills
- ♦ The ability to proactively identify and meet deadlines, plan project work, identify issues and implement process improvements
- ♦ Emotional intelligence and empathy, the ability to communicate with stakeholders at all levels
- ♦ A can-do attitude and the ability to drive results with respect to action lists and project deliverables
- ♦ A warm, collaborative, and efficient approach to executive support

Desirable

- ♦ An understanding of the community or not for profit sector
- ♦ Qualification in project management
- ♦ Skills in reporting and data analysis



Please sign below your agreement of the above position description

.....
Print Name

.....
Signature

.....
Date