



## Job and Person Specification

<b>Position:</b>	<b>Executive Support Officer</b>
<b>Award:</b>	<b>NATSIHWA Enterprise Bargaining Agreement</b>
<b>Level:</b>	<b>Level 6 (\$82,507.88 - \$93,081.04 plus superannuation) pa</b>
<b>Appointment:</b>	<b>Contract to 30 June 2022; extension maybe subject to funding and organisational requirements</b>
<b>Position Hours:</b>	<b>Full time – 38 hours a week</b>
<b>Updated:</b>	<b>December 2019</b>
<b>Position Closes:</b>	<b>17 January 2020</b>

### Job specification

#### *Position summary*

The Executive Support Officer is responsible for:

- providing administration support to the CEO;
- managing the CEO's diary;
- undertake basic research and briefings of agendas and papers for the CEOs meetings
- Preparation for and taking minutes of the quarterly Board meetings and the NATSIHWA Annual General Meeting (AGM)
- undertaking the travel arrangements for the NATSIHWA Board and staff once travel approval is obtained;
- providing administration support on relevant projects;
- overseeing the IT requirements of NATSIHWA staff
- implementing and ensuring new employees and Board members undertake the NATSIHWA induction process and
- undertaking the monthly OH&S audit and ensure that OH&S compliance standards are in place.

#### *Line management*

The Executive Support Officer reports directly to the CEO and indirectly through to the COO.

## *Special conditions*

- ⌚ This is a Canberra-based position.
- ⌚ All NATSIHWA employees participate in a formal performance development process.
- ⌚ Out of hours work and interstate travel will be required on occasions.

## *Primary responsibilities*

1. Manage the CEO's diary; confirm appointments and meetings for the CEO, or their delegate, and ensure their attendance or provide formal apologies where required.
2. Provide executive support to the CEO in printing agendas, researching the information required by the CEO for the meetings; this could include sourcing background briefing papers from NATSIHWA staff prior to the meetings.
3. Provide draft responses for the CEO to approve, to routine questions.
4. Work with the CEO to develop rules for his mailbox and help manage the vast number emails which are received in the CEO's Inbox.
5. Forward mail from the CEOs mail box to other NATSIHWA staff for them to provide responses for the CEO or for them to respond directly to the email.
6. Prepare Board meeting papers where directed, in liaison with the CEO and other relevant staff for NATSIHWA Board meetings. Take minutes for the Board Meetings, AGM and Special General Meetings.
7. Manage all travel arrangements and reimbursements for the CEO, Board and other staff members where required.
8. Assist with arrangements in organising NATSIHWA meetings, forums and functions.
9. Provide secretarial support to the weekly staff meetings and ensure follow-up of action items for the next meeting.
10. Responsible for mail collection and recording from the Mawson PO Box and despatch of mail from the office.
11. Liaise with NATSIHWA external IT support on computer issues.
12. File organisational documents in accordance with the information management policies, procedures and hard copy and electronic filing system.
13. Provide reception duties including trying, ordering of stationary equipment for the NATSIHWA office.
14. Undertake any other relevant duties as directed by the CEO.
15. Ensure appropriate OH&S compliance standards are in place for NATSIHWA Office.

# Person specification

## *Essential criteria*

### **1. Personal abilities/aptitudes/skills**

- ⌚ Demonstrated ability to work with Aboriginal and Torres Strait Islander peoples, respecting cultural values and ways of doing business.
- ⌚ Demonstrated ability to communicate effectively and respectfully, both verbally and in writing, with all levels of people from both within and outside the organisation.
- ⌚ Demonstrated ability to deal appropriately with sensitive issues and maintain a high level of confidentiality and diplomacy at all times.
- ⌚ Demonstrated ability to appropriately exercise initiative and judgement, and make sound and timely decisions while adhering to organisational policies and procedures.
- ⌚ Demonstrated ability to work autonomously and as a member of a team, and recognise and resolve conflict.

### **2. Experience**

- ⌚ Experience in working with Aboriginal and Torres Strait Islander peoples and organisations.
- ⌚ Experience in arranging meetings/functions, responding to phone or email inquiries, making travel arrangements, filing and records management.
- ⌚ Experience in the use of information technology, including word processing packages, electronic mail, databases and spread-sheets.

### **3. Knowledge**

- ⌚ Knowledge and understanding of the current issues impacting on Aboriginal and Torres Strait Islander health and wellbeing from both an historical and political perspective.

### **4. Qualifications**

- ⌚ A Certificate IV in Business or Administrative Services or a higher relevant qualification.

## Selection criteria and process

In applying for this job we need you to provide two documents:

- An up to date Curricula Vita (CV) that includes the names and contact details for **two referees** from recent positions you have held – please be aware that we may request a written reference.
- A maximum 3-page letter outlining your response to the following five questions that demonstrate
  - a. your ability to perform the job
  - b. how you meet all the above essential and any of the desirable criteria in the person specification:

A copy of the NATSIHWA Executive Support Officer role description can be found at: <https://natsihwa.org.au/jobs-natsihwa>

**Aboriginal and Torres Strait Islanders people are strongly encouraged to apply.**

1. What work have you done in Aboriginal and Torres Strait Islander contexts? How does it relate to this position?
2. What experience have you had in providing executive support to a senior manager in an organisation within the not for profit or government sector? How will this be of value to NATSIHWA?
3. Outline your experience in working with organisations within the not for profit or government sectors, including providing secretarial support to meetings, and reviewing occupational health and safety matters to ensure compliance?
4. How would you describe your experience, skills and confidence in using information technology, Microsoft products and managing diaries?
5. Describe what values, skills and abilities you believe are essential in working independently and/or in a team environment?

Once you have completed your letter of response and attached your CV please forward onto Karl Briscoe at [ceo@natsihwa.org.au](mailto:ceo@natsihwa.org.au)

If you require further information please contact Karl on (02) 6221 9222.