

## JOB DESCRIPTION

<b>Title</b>	<b>Executive Officer, Operations (0.5 FTE)</b>
<b>Department</b>	<b>Operations</b>
<b>Responsible to</b>	<b>Group Director Operations</b>
<b>Location</b>	<b>Southern Tasmania (work from home is an option or office based at Kingston)</b>
<b>Responsible for (If applicable)</b>	<b>NA</b>

### **Overall Purpose/Aim:**

The Executive Officer Operations is responsible for the management and delivery of confidential executive administrative and support services to the Group Director Operations. The Executive Officer should set exemplary standards of behaviour and performance, promoting the culture, purpose and values of Key Assets, and work collaboratively with respect and integrity.

### **KEY ACCOUNTABILITIES**

- Provide high level executive support to the Group Director Operations, including the preparation of data extracts and reports.
- Provide support to committees and working groups, including preparation of agendas and papers, meeting minutes and action logs.
- Manage communications including briefings, reports and submissions with internal and occasionally, external, stakeholders.
- Contribute to projects to support the achievement of organisation level strategic and operational objectives.
- Assist with quality improvement activities, including the preparation of material for file reviews.
- Assist with the development, implementation and evaluation of administrative practices, systems and procedures to optimise efficiency and support the achievement of quality outcomes.
- Work with the Executive Officer (CEO) and other business support staff across the organisation as required.
- Provide general administration support including diary management, travel bookings, correspondence, filing and other tasks as directed by the Group Director Operations.

### **WORKING IN PARTNERSHIP**

- Be culturally aware and competent and respond accordingly when dealing with staff, carers people with different cultural backgrounds
- Work to deadlines and respond in a flexible way to the changing demands of Key Assets work, including ensuring that Key Assets customers are responded to promptly and professionally
- Attend and participate in team meetings, training courses, supervision sessions and appraisals punctually and well prepared, as appropriate and when required

*This role will involve virtual ways of working and occasional travel interstate, including overnight stays away from home.*

### **Additional Duties**

- The post holder will be expected to demonstrate the Key Assets' purpose and values
- The post holder will be expected to undertake any training and development deemed necessary for the pursuance of the post.
- The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use Company electronic systems effectively
- The post holder will be expected to ensure compliance with Equal Opportunities Policy and Procedure in all employment practices.
- The post holder will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds.
- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter or serious complaint.

**It is the nature of work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.**

**PERSON SPECIFICATION  
EXECUTIVE OFFICER OPERATIONS**

Note to Applicant: When completing your application, you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

**Key:** Assessed by Application Form: **A**  
 Assessed at Interview: **I**  
 Assessed by Test/ Exercise (if applicable) **T**  
 Assessed by Documentary Evidence **D**

	<b>Essential/ Desirable</b>	<b>Shortlisted Criteria</b>	<b>A</b>	<b>I</b>	<b>T</b>	<b>D</b>
<b>Education/ Qualifications</b>						
<ul style="list-style-type: none"> <li>Diploma level qualification in Business, Administration or relevant discipline</li> </ul>	Essential	✓	✓	✓		✓
<ul style="list-style-type: none"> <li>Tertiary qualification in a relevant discipline e.g. Business Management, Public Sector Administration</li> </ul>	Desirable		✓	✓		✓
<b>Experience/ Training</b>						
<ul style="list-style-type: none"> <li>A minimum of 3 years' experience in the provision of high level administrative and secretarial support in an executive management environment</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Demonstrated skills and experience in the preparation and delivery of briefing papers, meeting agendas and presentations</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Demonstrated skills and experience in the planning, management and delivery of projects</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>Experience of working within the not-for-profit sector particularly within the child protection, community services or disability services sectors</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>Demonstrated skills and ability to undertake research, investigation, simple data analysis and preparation of high-quality reports</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Highly developed verbal and written communication skills</li> </ul>	Essential			✓		
<b>Knowledge</b>						
<ul style="list-style-type: none"> <li>Advanced knowledge of the use of computer applications, databases and IT skills, in particular Microsoft Outlook, Word, Excel, PowerPoint, Sharepoint, Teams and Publisher</li> </ul>	Essential	✓	✓	✓	✓	✓
<ul style="list-style-type: none"> <li>A strong working knowledge of effective administrative systems and processes</li> </ul>	Essential		✓	✓		
<b>Personal Qualities</b>						
<ul style="list-style-type: none"> <li>Ability to communicate simply and effectively, both verbal and written, with a diverse staff group at all levels, recognising potential language barriers and cultural differences</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Tenacious, diligent and resilient with the ability to adopt a creative approach to problem solving in a fast-paced environment</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Keen eye for detail and ability to work with a number of different terms, conditions and processes simultaneously</li> </ul>	Essential	✓	✓	✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
<ul style="list-style-type: none"> <li>Ability to think quickly and act appropriately to business need, including troubleshooting to resolve issues</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to work respectfully in partnership with internal and external departments, agents/consultants and other stakeholders</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to work on own initiative and work as part of a wider national support team</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Demonstrate initiative and creativity and work to quality standards</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Self-starter with the ability to work with a degree of autonomy, in a creative manner, within Company policies and procedures</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Excellent time management and organisational skills</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Reliability, flexibility and dependability</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to create a positive working environment where people have the opportunity to reach their potential</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to use discretion and maintain confidentiality</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Ability to work under pressure and handle changing priorities</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to work virtually and with others in remote locations</li> </ul>	Essential		✓	✓		
<b>Miscellaneous</b>						
<ul style="list-style-type: none"> <li>A commitment to Equal Opportunities and WHS in all work practices</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A comprehensive working knowledge of all relevant legislation pertaining to children's services as well as publications which inform current thinking regarding best practice and the Safeguarding of children</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>A commitment to diversity and social inclusion which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A commitment to providing a professional and quality service</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability and willingness to travel, including occasional nights away, may be required throughout Australia</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability and willingness to work flexibly including, early morning and evening work as necessary to accommodate time zones</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Must possess a full current driving license relevant to the state this role is based</li> </ul>	Essential	✓	✓			✓
<ul style="list-style-type: none"> <li>To be confident dealing with people in sometimes stressful/ difficult situations or remotely</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Willingness to undertake relevant statutory and personal reference checks</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Be prepared to seek advice where necessary</li> </ul>	Essential			✓		

***Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.***

<b>Signed by Job Holder:</b>	
<b>Date:</b>	
<b>Signed by Line Manager:</b>	
<b>Date:</b>	