

Employment

Position Description

Position:	Executive Assistant (EA)
Award:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	As per Enterprise Agreement
Status:	As per Contract of Employment
Qualifications:	Extensive experience as an Executive or Personal Assistant. Formal qualification in business or administration desirable.

Position Objective(s)

This position is senior administrative position providing professional, helpful and proactive administrative and secretarial services to the Executive Leadership Team. This position will have a primary focus on supporting the Executive Team to achieve the best strategic and operational outcomes for our consumers.

Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, “nine pillars” have been identified.

One Team

We value and recognise individuality as a vital part of developing a unified voice.

Pride

We support pride and passion in our work and in doing so, we attract others who share our values.

Welcoming Workplace

We encourage warm, friendly and respectful interactions across all aspects of our service.

Yes Culture

We always start with ‘yes’ in every deliberation.

Customer Service

We ensure that customers feel engaged and valued in every interaction.

Innovation

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

Fun and Enjoyment

We recognise that fun and enjoyment are critical to success.

Social Purpose

Through the social conscience of the staff and consumers we actively engage with causes that impact the local community.

Safety

We actively promote safety and wellbeing through the provision of innovative and high quality training, monitoring of risk, and compliance, with OHS regulations.

Key Responsibilities and Duties

- Provide a professional, helpful and proactive level of administrative expertise to the General Manager – Primary Healthcare to enhance the efficient and effective operation of Lyndoch Healthcare services.
- Apply confidentiality and professionalism at all times.
- Assist the General Manager – Primary Healthcare in effective delivery of projects and timely delivery of key performance indicators.
- Coordinate executive communications including calls, responding to emails and maintaining and coordinating the General Manager's diary.
- Coordinate team meetings, external activities and stakeholder engagement.
- Prepare meeting minutes, agendas and coordinate supporting documentation and action items.
- Provide a broad range of secretarial and administrative services support to the General Manager – Primary Healthcare and other primary healthcare managers as and when required.
- Provide secretarial support to committees as determined by the General Manager
- Manage travel itineraries.
- Undertake any other duties relevant to the efficient operation of the Lyndoch Healthcare division as required.

Organisational Relationships

Reports to:	General Manager – Primary Healthcare
Supervises:	Nil
Internal Contacts:	All Lyndoch staff, consumers, families
External Contacts:	Members of the Public, Contractors, Suppliers, Government Departments

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Minimum of 5 years relevant administration experience
- A self-motivated, professional approach
- Maturity and aptitude to confidentially deal with stakeholders and multiple demanding schedules
- Exceptional verbal and written communication skills
- Advanced computer literacy including an excellent working knowledge of the Microsoft office suite particularly Microsoft Word, Excel and PowerPoint
- Experience in organising and coordinating resources to achieve desired outcomes
- Demonstrate high level problem solving skills, coupled with the ability to work under pressure and promote an innovative workplace culture

Management Skills

The following management skills are required to be utilised:

- Ability to prioritize and complete tasks to an agreed time frame
- Highly developed communication and interpersonal skills including the capacity to negotiate, problem solve, resolve conflict and positively influence and motivate others in a significant environment of reform and change
- Excellent organisational and time management skills and ability to meet deadlines without compromising accuracy.

Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Excellent communication and interpersonal skills including proven ability to deal with a diverse range of people
- To be confident, self-directed and professional at all times
- To be committed to ongoing personal and professional development
- The ability to manage conflicting priorities and deadlines whilst managing stakeholder expectations
- The ability to communicate effectively in both written and verbal forms, with well-developed analytical skills.

General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures
- Participate in quality activities within the work area to improve the efficiency of the Department
- Participate in relevant training to ensure continued professional development for the betterment of the organisation

- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities

Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)	
Signature	Date

Authorised by: Sue Fleming

Date: May 2022