

Position description template



Position	Executive Assistant
Reports to	Chief Experience Officer & Chief Services Officer
Work level	3
Groups	Experience and Services
Teams	Experience and Services
Location	Onsite at the Hub in Melbourne CBD & Hybrid
Direct reports	Not Applicable

01. Purpose of the position and link to Strategy 2023+ *Earlier, Easier, Together*

As a high-performing and confident EA, you will provide efficient, personal and confidential administrative and secretarial support to the two senior executives, the Chief Experience Officer and the Chief Services Officer (the Executives). The Services and Experience Groups have many interdependencies, so the EA will often act as a conduit, drawing the thread between each group and keeping each Executive informed of interrelated activities.

The role provides management, facilitation and support for various projects, as requested by the Executives. In addition, this position is pivotal in providing strategic and business process assistance to members of the Experience and Service Groups, to ensure that the groups and broader organisational culture is maintained consistently.

Engage **early** with Executives to understand their needs and expectations, ensuring matters are actioned in a timely way.

Make it **easier** and seamless for the executives to have their needs met, by anticipating their needs and reducing administrative burden.

Work **together** with the executives, their senior leaders and other EAs and across Beyond Blue, to continuously optimise performance, responsiveness and employee experience.

02. Key Accountabilities of Position

Executive Assistant Duties

- As a highly organised individual, provide comprehensive administrative services directly to the Executives, leveraging modern tools such as MS Co-Pilot, to optimise efficiency.
- With a bias for action, demonstrate high levels of initiative, anticipating the Executives' needs and ensure an efficient and coordinated working environment.
- Apply active listening and critical thinking to interpret and evaluate information, set priorities, and monitor workflows.

- High levels of attention to detail and timely decision making / problem solving in administrative matters, ensuring objectives and requirements are met.
- Provide advice, initiate activities, briefings & reports and minute key meetings, within the scope of the role and leverage modern tooling.
- Effectively and timely, manage the Executives' communication with internal and external stakeholders.
- Prepare and organise of all aspects of the Executives' meetings, including booking of venues, catering, presentation of documentation and general diary management.
- Support development of the ways of working for the Executives Groups in line with the Beyond Blue, which sets a clear strategic direction for employees, enhances their leadership capacity and capability, and enables them to deliver robust operational support and advice.
- Maintain strong lines of communication, both formal and informal, with the Heads group (Senior Leadership Team), and the Executive Leadership Team (ELT) and key Beyond Blue stakeholders, to help ensure the smooth operation of the organisation.
- Foster a workplace culture that is consistent with Beyond Blue's stated behaviours and values

03. Key outcomes, or desired impact of role, linked to Strategy

- Take ownership & accountability for work, being flexible and adaptable to changing requirements.
 - The ability to interact with all levels of the organisation, demonstrate high levels of initiative and regularly demonstrate sound interpersonal skills including; assertiveness, negotiation, persuasion, empathy, conflict de-escalation, diffusion and resolution.
 - Perpetual prioritisation - effectively manage workload whilst balancing completing priorities
 - Provide comprehensive administrative and executive support through the arrangement of meetings, taking of minutes, preparation of papers and distribution of related documents.
 - Manage the Executives diaries to coordinate appointments and reconcile conflicting requirements.
- KPI's/Goals are set in the performance review cycles – January to June / July to December as part of our [Thrive Framework](#).

04. Core Capabilities

Capabilities in our [capability framework](#) critical for role success include:

- Agility
- Communication
- Critical thinking
- Community centricity
- Leading
- Partnering

05. Specific Job Competencies

Education/qualifications

- Tertiary qualification in Business, Commerce preferred but not essential.

Experience

- Significant C-level executive support experience, Non-profit and Board experience is highly preferred.
- Exceptional interpersonal skills, including communication and customer service skills and the ability to build relationships with a variety of stakeholders.
- Experience in developing papers and presentations, working with cross functional teams including the monitoring of impact & performance metrics.

- Strong Technical literacy and proficiency with collaboration tools; Microsoft Co-Pilot, MS office 365, Atlassian Confluence, JIRA etc., for greater efficiency & outcomes.
- Exceptional organisational skills, with a problem-solving mindset, and impeccable attention to detail.
- High degree of professionalism, strong ability to maintain a high level of integrity and discretion in handling confidential information ability and to execute work in rapid delivery.
- Ability to complete a high volume and variety of administrative tasks with little or no guidance and make decisions regarding priorities and available time with quick turnaround

06. Values leadership and our culture at Beyond Blue

Beyond Blue Values We all play a part and take responsibility for our impact on Beyond Blue's culture, in line with our Values.

Cultural competency Beyond Blue strives to be a culturally safe and inclusive workplace. All employees are expected to undergo regular cultural competency training as part of their professional development plans.
