

# Executive Assistant & Business Support Officer

Position Description

Effective: 23 November 2022

# Bobby Goldsmith

## Foundation

<b>Position Title:</b>	Executive Assistant & Business Support Officer
<b>Reports to:</b>	EA & Board of Security tasks to Chief Executive Officer, and office duties and admin support to Office Administrator
<b>Authorised by and date:</b>	CEO, November 2022
<b>Classification level:</b>	Non-Award, not classified
<b>Reports:</b>	Nil
<b>Appointment Status:</b>	Permanent full-time - working 76.0 hour fortnight
<b>Position Purpose &amp; Key Responsibilities</b>	<p>(1) Serve as <b>Executive Assistant (EA)</b>, providing secretarial and administrative support exclusively to the Chief Executive Officer (CEO) and Executives whilst maintaining a high level of professionalism, discretion and confidentiality</p> <p>(2) Serve as an <b>Assistant Board Secretary</b>; and</p> <p>(3) Serve as a <b>“Business Support Officer”</b> providing a variety of support including reception duties and other administrative support to BGF.</p> <p>The role is responsible for on a day-to-day level, and on a broader strategic level.</p>
<b>Executive Assistant &amp; Assistant Board Secretary</b>	<p><b>Executive Assistant</b></p> <p>Reporting to CEO the role provides all elements of high-level executive and administrative support to CEO, Executive team members and board whilst also contributing to the effective operation of the organisation.</p> <p>The role is responsible for on a day-to-day level, and on a broader strategic level.</p> <p>Main activities include but not limited to:</p> <ul style="list-style-type: none"> <li>• Proactive communication with CEO, Executives and board members</li> <li>• Meticulous diary management of the CEO and executives including proactively managing scheduling (may also be some personal matters on their behalf), incoming and outgoing correspondence as well as virtual and in person logistics.</li> <li>• Organise business appointment, business functions and travel arrangements for CEO &amp; Executives and middle management.</li> <li>• Communicate with the organisation's Executives, Executives of external organisations, Board members, suppliers and clients on behalf of CEO &amp; Senior Executives.</li> <li>• Work proactively and closely with the board and CEO to ensure the highest standard of planning for governance, including meeting all statutory reporting and compliance obligations, including organising the AGM, Board and other senior level meetings.             <ul style="list-style-type: none"> <li>○ Board meetings (quarterly)</li> <li>○ Annual General Meeting (annually in November)</li> <li>○ Board Committees (each meeting 4 times per year, or as otherwise scheduled)                 <ul style="list-style-type: none"> <li>▪ Client Services Governance Committee</li> <li>▪ Risk &amp; Compliance Committee</li> <li>▪ Investment Committee</li> <li>▪ Fundraising &amp; Marketing Committee</li> <li>▪ Finance &amp; Audit Committee</li> </ul> </li> </ul> </li> <li>• Ensure board and committee processes and activities are in adherence with all Constitution and regulations.</li> <li>• Manage venue bookings, AV and tech requirements, and any other services pertaining to the smooth running of meetings.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Minute taking including identifying, recording and following up on action points from meetings with relevant stakeholders.</li> <li>• Produce correspondence, memoranda, presentations and reports both of a general and confidential nature on behalf of CEO &amp; Executives.</li> <li>• Prepare hardcopy and digital presentations, proposals and other content needs in an accessible way to ensure the purpose of meetings are fulfilled.</li> <li>• Prepare briefing papers, submissions, reports and any other documentation requested by the CEO, Executives and board.</li> <li>• Work with President &amp; CEO to be cognisant of all constitutional and regulatory requirements.</li> <li>• Maintain accurate documentations and records both through regulatory bodies (e.g. ASIC) and storage.</li> <li>• Maintain digital filing and achieving system for organisational documentation and ensure other staff meet common filing systems standards</li> <li>• Ensure required legal processes and procedures of a not-for-profit organisation are followed (e.g. ACNC).</li> <li>• Proactively sense check on logistics and material needs for group meetings, events or day to day office needs and manage accordingly e.g. ordering stationary and catering, booking flights and accommodation, arranging technology and equipment as well as other relevant trade tools.</li> <li>• Lead the management of their virtual team technology platforms such as Zoom, Teams, SharePoint, and other tools.</li> <li>• Ensure that the organisation and its CEO are represented with the utmost degree of professionalism with respect</li> <li>• Attend all Board, Executive, Committee and General Meetings</li> <li>• Organise Board Induction program (and new Committee members) working with CEO and Directors where appropriate Take charge of special projects when requested.</li> <li>• Supporting middle management when required.</li> <li>• Research on specific areas instructed by CEO and Executives when requested</li> </ul>
<p><b>General Administrative Support</b></p>	<p><b>Business Support Officer</b> Reporting to the Office Administrator, the role will be responsible for:</p> <ul style="list-style-type: none"> <li>✓ Reception;</li> <li>✓ Client Services Admin as required; and</li> <li>✓ Office Admin support including organisational events such as end of financial year and Christmas parties, client entertaining and team lunches as directed by the Office Administrator. The role may also support the People, Culture and Admin Director (PCAD) in the area of HR, Admin and Risk &amp; Compliance.</li> </ul> <p>Main activities include but not limited to:</p> <ul style="list-style-type: none"> <li>• Greet all visitors arriving in the reception area, direct them accordingly and also maintain visitors log.</li> <li>• Be the first contact point for people contacting BGF and operating a telephone switchboard and handling incoming calls, emails and other communications - both internal and external to the organisation.</li> <li>• Record and distribute incoming messages and dealing with telephone inquiries.</li> <li>• Perform routine word processing and/or clerical functions such as filing and general correspondence.</li> <li>• Maintain accurate individual records, data and system compliances;</li> </ul>

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	<ul style="list-style-type: none"> <li>• Open, sort and distribute incoming mail, facsimile messages, mail items including daily visit to local BGF P O Box</li> <li>• and other deliveries to relevant staff.</li> <li>• Package and arrange outgoing courier deliveries.</li> <li>• Maintain high level tidiness of the reception area, kitchen, toilet facilities, storage and associated meeting rooms.</li> <li>• Ensure that crises / emergency situations are managed in accordance with the Critical Incident Policy</li> <li>• Make or reschedule client appointments in case workers diaries using Reception Outlook</li> <li>• Organise Reception relief duties and rosters during breaks, lunch and annual leave</li> <li>• Perform duties as the main point of contact for the office for all administrative matters and provide day to day office administrative assistance to the operations of BGF, and as otherwise specified by the Office Administrator</li> <li>• Provide other administrative support to the Client Services team as requested</li> </ul>
<b>Work Health &amp; Safety (WHS)</b>	<ul style="list-style-type: none"> <li>• Conduct all work in a safe manner</li> <li>• Comply with all WHS policies, procedures and instructions</li> <li>• Report all incidents and hazards immediately to Manager</li> <li>• Use and maintain safety devices and personal protective equipment correctly where required.</li> <li>• Attend WHS committee and take minutes</li> </ul>

<b>Person Specifications</b>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in relevant discipline including Cert IV, Diploma Business Operations, Administration, Commerce etc. or previous solid experience in a similar role</li> </ul>
<b>Skills/Knowledge</b>	<ul style="list-style-type: none"> <li>• Possess strong verbal communication and interpersonal skills with a customer service focus across all levels of an organisation</li> <li>• Can work professionally and maintain strict confidentiality</li> <li>• Has a high level of computer literacy using the Microsoft Office Suite and other database application</li> <li>• Strong business acumen, superb communication skills</li> <li>• Highly literate with excellent grammar and spelling; high attention to detail</li> <li>• Understanding of principles of corporate governance</li> <li>• Meticulous attention to detail</li> <li>• High organisational, and multi-tasking and time management skills</li> <li>• Advanced computer, Microsoft Office suit and other technological skills</li> <li>• 'Can-do' positive and proactive attitude</li> <li>• Ability to work unsupervised and exercise initiative</li> <li>• High level interpersonal skills with the ability to relate to BGF staff and key external stakeholders in a professional manner.</li> <li>• Discretion and confidentiality</li> <li>• Commitment to the principles of EEO and WHS</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Prior solid experience in a similar role providing high-level executive and board support as well as administrative support to the organisation</li> <li>• Sound experience at senior secretarial level</li> </ul>

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	<ul style="list-style-type: none"><li>• Experience working within the NFP sector or knowledge of not-for-profit environment is desirable</li><li>• Knowledge of NDIS practice standards and compliance is desirable</li></ul>
<b>Personal Attributes &amp; Requirement</b>	<ul style="list-style-type: none"><li>• The successful applicant must be prepared to undertake a pre-employment Criminal History Check arranged by BGF. In addition, due to the inherent work, health and safety considerations of our clients, the successful applicant is highly encouraged to be fully vaccinated against COVID-19 (i.e., double dosed plus recommended booster doses) prior to commencing any work, unless medically exempt.</li><li>• A current National Criminal History Check (arranged by BGF)</li><li>• Valid, unencumbered drivers licence in NSW</li><li>• Must satisfy all residential/visa requirements for working in Australia</li><li>• Personal values strongly align with BGF's values</li><li>• Strong ethical/moral compass</li><li>• Ability to communicate complex information clearly and effectively in person and in writing</li><li>• Agent for positive change</li><li>• Team oriented and highly collaborative, however focused and deadline driven when required to work independently</li><li>• Empathy and understanding for achieving improved health and well-being outcomes for people living with HIV/AIDS</li><li>• Adhere to all BGF's policies, procedures and guidelines</li></ul>
<b>Package</b>	<ul style="list-style-type: none"><li>• Tenured role</li><li>• 6 months probation</li><li>• Compulsory superannuation contributions required by law</li><li>• Salary packaging available</li><li>• 20 days annual leave per annum with 17.5% leave loading</li><li>• Mobile phone &amp; laptop provided</li><li>• Based in Surry Hills, Sydney, NSW</li></ul>