

POSITION DESCRIPTION



the infants' home
CHILD & FAMILY SERVICES

Position Title:	Executive Assistant
Department:	Office of the CEO
Date:	October 2024
Reporting To:	Chief Executive Officer
Internal Liaisons:	Board Directors, Committee Members, Leadership Team. Management and Staff
External Liaisons:	Government, Corporate and Community Groups, Donors, Supporters, Volunteers, Contractors, and Suppliers

Company Overview

The Infants' Home Child and Family Services is a leading provider of high-quality integrated early childhood education and care, allied health and early intervention services for children and families. For 150 years the key focus of our work has been supporting families and children experiencing complex challenges or vulnerabilities to make a more positive future. As one of Australia's most established charitable organisations, The Infants' Home is embarking on an exciting new phase as we celebrate our 150th year in 2024.

Purpose/Key Objectives

The Executive Assistant is a key role providing high level support in the following main areas:

- Governance support to the Board and Board Committees ensuring corporate governance processes are met.
- Executive support to the Chief Executive Officer (CEO) ensuring the effective running of the office of the CEO.
- Project management support for our operational and strategic plan objectives.

Responsibilities:

1. Governance Support

- Support corporate governance processes to ensure the Board and Board committees function efficiently and effectively.
- Manage the Board software portal, maintain accurate records and filing systems.
- Coordinate Board and Committee meetings by preparing agendas, planning calendars, disseminating papers, taking minutes, monitoring actions, and handling logistics like catering and technology.
- Organise Annual General Meetings to meet governance requirements, maintain the member register, and manage membership renewals.
- Maintain the Board workplan ensuring policies and procedures are reviewed as required.
- Ensure all regulatory requirements are met by logging reports and updates with ACECQA, ACNC and other bodies as required.
- Facilitate Board Director lifecycle processes including recruitment, induction, training, renewal and offboarding.

2. Executive Support

- Assist the CEO by proactively responding to enquiries from Board Directors, staff, government, patrons, community groups, donors, contractors and other stakeholders with utmost discretion, maturity, diplomacy, and judgement, ensuring an exceptional customer experience.

- Provide high level administrative support to the CEO including email and diary management, purchasing, arranging travel, credit card reconciliation, records management and ordering supplies.
- Maintain a comprehensive understanding of organisational matters to effectively manage enquiries and support the CEO.
- Coordinate and facilitate the CEO's schedule and ongoing activities with the Leadership Team and Management Team, offering administrative support as necessary.
- Create high quality reports, summaries, presentations or other documentation for the use of the CEO, Board and Leadership Team.
- Oversee the staff intranet and group email inboxes.
- Assist in the coordination of special events and functions.
- Maintain the Office of the CEO, coordinating the Boardroom and heritage building facilities.

3. Project Management Support

- Proactively support Risk Management activities including: maintaining procedures for risk software users; liaising with risk software provider; lodging helpdesk tickets and requests for improvements; undertake data entry of incidents and risks; prepare reports on aspects of risk and incident management; develop, review and audit risk controls; administering the risk management software.
- Provide support WHS Management Framework activities including: organising staff training; preparing reports; developing communications and collateral for awareness campaigns; preparing reports on WHS; supporting emergency drills; participating in internal audits.
- Manage The Infants' Home's historical records including handling records requests and archiving.
- Assist the CEO to manage a wide range of projects, including: contract management and compliance; grant applications and acquittals; large capital works/property projects; campaigns; staff engagement and wellbeing initiatives; fundraising; risk, quality and crisis management; WHS Action Plan; Reconciliation Action Plan; Strategic Plan initiatives.

4. Professional Conduct

- Exercise due care, skill and judgement and always act in accordance with applicable professional ethics, principles, legislation and standards.
- Always work within the guidelines of policies and procedures of The Infants' Home.
- Identify and attend relevant continuing education and professional development opportunities.
- Promote the understanding and application of diversity.

5. Compliance and Organisational Requirements

Ensure activities within the area of responsibility comply with:

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| • National law and regulations | • Child Protection Legislation |
| • Work Health and Safety legislation | • National Standards for Volunteer Involvement |
| • Australian Charities and Not-for-profits Commission (ACNC) requirements | • FIA Code of Conduct |
| • National Quality Standards | • The Infants' Home vision, mission, policies, procedures and strategic goals |
| • Early Years Learning Framework | |

6. Risk Management

- Follow policies and procedures to ensure compliance
- Maintain a safe, healthy, and clean environment
- Identify hazards and take action to remove these hazards
- Ensure that all Work Health and Safety requirements are met
- Identify risks and report them in a timely manner

7. General

- Provide reception relief (as part of a pool of support staff)
- Carry out all duties, responsibilities and specific tasks related to the role as well as specific duties allocated by the CEO and Board Directors.

Essential Criteria

- At least three years of experience in company secretarial/executive support.
- High discretion and sensitivity with confidential matters.
- Strong interpersonal and communication skills, able to build relationships with diverse stakeholders.
- Self-motivated, diligent, flexible, and capable of working independently or in a small team.
- Exceptional organisational skills to manage multiple tasks and meet deadlines under pressure.
- Excellent writing and proofreading skills for briefings, reports, correspondence, and meeting minutes.
- Strong analytical and problem-solving abilities with experience in business improvement.
- Familiar with BoardPro or similar board portals, or quick at learning new software.
- Proficient in MS Office suite and other productivity tools.
- Available to attend occasional meetings and events outside regular hours.

Desirable Criteria

- Qualifications in business administration, communications or other relevant discipline
- Knowledge of risk management
- Knowledge of project management methodology
- Knowledge of for-purpose/charity sector
- Knowledge of Early Childhood Education and Care sector

Please note, all employees at The Infants' Home are required to have unrestricted working rights in Australia, a valid NSW Working with Children Check and up-to-date COVID-19 vaccinations.

I have read and agree to undertake the duties as outlined:

Name

Signature

Date