

## Position Description

<b>Position title:</b>	<b>Executive Assistant</b>
<b>Department:</b>	<b>Executive</b>
<b>Reports to:</b>	<b>Chief Executive Officer</b>
<b>Award:</b>	<b>Social, Community, Home Care &amp; Disability Services Industry Award 2010</b>
<b>Supervisory</b>	<b>None</b>
<b>Responsibilities:</b>	

### 1.0 Our Organisational Vision and Mission

Synapse's Vision and Mission are:

**Vision** – Rethink Brain Injury. Change society.

**Mission** – Ensure the rights of people impacted by brain injury, by connecting knowledge, policy, services and systems.

Synapse has an expectation that all employees will always behave in accordance with the Values of the organisation. Furthermore, an alignment between Synapse's strategy, and team and individual goals is necessary to ensure individuals can see how their individual effort and performance contribute to the attainment of organisational and team goals. Refer to the Synapse Strategic Plan for further information, where the four ethical Values are also outlined. All employees must ensure they meet their individual accountabilities.

### 2.0 Position Purpose

The Executive Assistant (EA) provides high level executive support and coordination for the Chief Executive Officer (CEO) across her multiple roles and responsibilities (e.g. as Synapse CEO as well as her work for the Commonwealth, the State and other organisations). The EA performs a full range of secretarial and administrative support functions, including prompt, courteous and effective communication with internal and external stakeholders, to ensure the smooth and effective administration of the executive office.

### **3.0 Duties and Responsibilities**

The EA's duties will vary according to the needs of the CEO and will include:

- Providing high-level executive and administrative support to the Chief Executive Officer across all her roles (Synapse and external).
- Building and maintaining good working relationships with internal and external stakeholders at all levels and across diverse cultures.
- Managing complex and changing diaries, including scheduling appointments and meetings, organising supporting documentation and resolving competing priorities.
- Pro-actively managing all travel arrangements for the CEO, ensuring all aspects are considered and planned accordingly.
- Maintaining communication with the CEO in her absence, effectively navigating multiple channels of communication and changing time zones.
- Examining, prioritising and determining the appropriate action for all incoming documentation, correspondence and calls in accordance with the CEO's preferences and established operational procedures.
- Acting as a first point of contact for all enquiries, balancing the need for efficiency with the CEO's open-door approach.
- Coordinating effective meetings by anticipating needs, organising and collating meeting agendas, providing confidential minute taking (if needed) and coordinating follow up actions., ensuring deadlines are met.
- Drafting correspondence and pro-actively preparing briefing packs, reports and papers.
- Maintaining systems for recording and storing information.
- Undertaking any other related duties as instructed by the Chief Executive Officer.

#### **3.1. Quality Management**

- Supports a positive organisational culture that promotes continuous improvement and innovation within our services.
- Ensures the completion of relevant documentation and records to ensure the effective monitoring and compliance with the Quality System.
- Recognises and communicates suggestions for improvement including customer complaints and feedback on Synapse services.
- Contributes to the effectiveness of improvement initiatives through compliance with Quality Management System policies, Audit recommendations, corrective and preventative action plans and their ongoing review.
- Complies with the relevant Disability Standards and their objectives.

#### **3.2. Professional Development**

- Ensures compliance with the annual mandatory training requirements.
- Initiates and participates in continuing professional development activities relevant to the position and subject to manager approval.

- In conjunction with the manager, produces a development plan as part of the annual performance appraisal.
- Demonstrates involvement in relevant work-related training and education to ensure job skills and compliance are maintained.
- Actively participates in relevant professional organisations / associations.

### **3.3. Workplace Health and Safety**

Synapse views the safety of its workers, clients and the surrounding environment as a responsibility of all and is essential to our 'Zero Harm' approach. It is also essential to our long-term success.

Workers must take reasonable care for their own health and safety while they are at work and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons in the workplace. They must comply, so far as they are reasonably able, with any reasonable instruction given by management and co-ordinators, as well as co-operating with any reasonable Synapse policy or procedure which relates to workplace health and safety. On a day to day basis, this includes:

- to the extent of the worker's control or influence over working conditions and methods, taking reasonable care to work safely.
- making sure that the work area is safe when leaving it.
- making proper use of all appropriate safeguards, safety devices and personal protective equipment.
- Following agreed safe working practices and rules.
- Reporting all known hazards, accidents and incidents as soon as possible.

### **3.4. Equal Employment Opportunity and Human Rights**

The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:

- A workplace free from bullying, discrimination and harassment;
- Ensuring activities and practices prevent and eliminate unlawful discrimination;
- Promoting merit and equity in the workplace.

The position holder is required to act and make decisions in alignment with the principles of the Queensland Human Rights Act 2019.

### **3.5. Organisation Policies & Procedures**

- By signing this position description, you agree to abide by all Synapse policies, procedures and the Synapse Code of Conduct, a copy of which was provided to you.
- All Synapse employees must maintain currency of knowledge and practice within the specified policies, procedures, and regulations applicable to the position and as amended from time to time.

## **4.0 Qualifications and Experience**

### **4.1. Essential**

Highly developed skills and experience:

- Demonstrated experience (4+ years) supporting a Chief Executive or executive manager.
- High degree of professionalism and judgement with the ability to maintain a high level of confidentiality and appropriately handle sensitive issues.
- Outstanding interpersonal skills and a knack for building and maintaining strong working relationships with a diverse range of people.
- Strong collaboration and organisational skills, comfortable working as part of a team and independently.
- Solid stress management skills with a propensity to remain unflappable.
- Exceptional written and verbal communication skills and the aptitude to liaise effectively and sensitively with internal and external stakeholders.
- Flexible and resourceful approach to effectively managing workload, meet deadlines and balance conflicting or changing priorities.
- Strong attention to detail whilst not losing sight of the big picture.
- An ability to work collaboratively within a team and across functional areas.
- Strong computer skills, including proficiency in Microsoft Office (Excel, Outlook, PowerPoint, Teams and Word) and the ability to pick up systems quickly.

### **4.2. Desirable**

- Certificate IV in Business Management
- Resourcefulness
- Change resilience
- IT Savvy

## **5.0 Compliance**

- Right to Work in Australia, e.g. Australian birth certificate, passport, Visa, etc.
- Criminal History Screening, e.g. an NDIS worker screening or the ability to obtain

## 6.0 Key Performance Indicators

**KPI 1:** Actively demonstrates Synapse's Values in the workplace through day to day interactions with fellow employees, clients, partners and all other stakeholders.

**KPI 2:** Professionally and efficiently completes tasks, including the timely and accurate management of correspondence and calls.

**KPI 3:** Builds and maintains good working relationships with key stakeholders (internal and external) to efficiently address arising issues and/or scheduling challenges, whilst ensuring the CEO's reputation and accessibility to staff and other key contacts is maintained.

**KPI 4:** Ensures efficient meeting management by accurately preparing documents and agendas, soliciting relevant information and documents from attendees and distributing them as needed prior to the meeting.

## 7.0 Approvals & Acknowledgement

### Position Description Approved by:

**Manager/Coordinator name:** \_\_\_\_\_

**Signature:**

**Date:**

### Position Acknowledged by:

I hereby confirm my understanding and acceptance of the position's responsibilities and accountabilities, as outlined in this position description.

**Employee name:** \_\_\_\_\_

**Signature:**

**Date:**