



POSITION DESCRIPTION



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Position Description

Executive Assistant to Executive Director, Events South Australia

Purpose of the position

The role is responsible for the high-level provision of support to the Executive Director, Events South Australia of the South Australian Tourism Commission. The candidate will have exceptional interpersonal skills with key attributes which include attention to detail, discretion, honesty, and integrity. Diary and inbox management will form key parts of this important role, as will high level communication skills and customer service.

Position Title:	Reports to:	Position Classification:
Executive Assistant to Executive Director, Events South Australia	Executive Director, Events South Australia	Classification level Non-Executive Contract
Group / Unit:	Location:	Direct reports:
Events South Australia	Level 9, SA Water House, 250 Victoria Square	NIL

Our Values



GO BOLDLY

We thrive on taking risks and enjoy stepping outside our comfort zone.



DIG DEEPER

We never settle for simply scratching the surface. We're hungry for knowledge, fresh ideas and innovations.



CAN DO

We believe there's nothing we can't do as a team.



SHARE THE LOVE

We have a passion for excellence and exceeding expectations.

Essential Criteria

QUALIFICATIONS

- TAFE or Tertiary qualifications in a Business administration or related discipline

SKILLS, EXPERIENCE AND KNOWLEDGE

- Demonstrated experience in an Executive Assistant role
- Exceptional Outlook, Word processing, PowerPoint, Excel skills.
- Ability to work collaboratively in a team environment, contribute and encourage teamwork and take a shared responsibility for achieving results.
- Proven ability to be self-motivated and possess initiative and enthusiasm.
- Ability to provide high quality customer service and relate professionally and effectively in liaison between the executive office and the Minister's Office, sponsors, event owners, senior public servants, industry leaders, industry at large and staff at the Commission.
- Proven ability to use tact, discretion and tolerance in dealing with stakeholders
- Clear and concise communication skills, both verbally and in writing
- Ability to work under minimum supervision and effectively cope with high volumes of work, using time management skills
- Ability to manage unforeseen circumstances, analyse problems, formulate suitable solutions and implement appropriate actions.
- Ability to maintain confidentiality at all times.
- Attention to detail
- Experience in managing invitations lists, including online ticketing portals and the collation of RSVP's
- Experience in management of external correspondence and following up key stakeholders.
- Experience in administrative and office procedures including producing reports, minute taking, letter writing, maintaining filing systems and other clerical systems.

Desirable Criteria

QUALIFICATIONS

- Formal qualifications in Business administration or related discipline

SKILLS, EXPERIENCE AND KNOWLEDGE

- Knowledge of the roles, functions and responsibilities of Events South Australia and the South Australian Tourism Commission.
- Knowledge of Government decision-making processes and public sector management practices and procedures.
- Knowledge and understanding of the tourism industry and the services provided.
- Experience in managing ticketing processes for events, conferences or similar
- Knowledge of Government organisations and the services provided by other public sector agencies.

Competencies	
ATTENTION TO DETAIL	Accomplishes tasks through concern for all areas involved, showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time. Establishes and maintains systems and processes which produce a consistent outcome.
COMMUNICATION	Speaks clearly and fluently in a compelling manner to both individuals and groups. Clear and concise written communication utilising the appropriate style and grammar for the reader.
CUSTOMER SERVICE	Proactively develops customer relationships by making efforts to listen to and understand the customer (both internal and external); anticipates and provides solutions to customer needs; gives high priority to customer satisfaction.
DECISION MAKING	Secures relevant information and identifies key issues and relationships; relating and comparing data from different sources; involves appropriate others; chooses an action after developing alternative courses of action that are based on logical assumptions and factual information; and is decisive where required.
INFLUENCING	Uses appropriate interpersonal styles and methods to inspire and guide individuals (direct reports, peers, superiors) toward desired outcomes. Modifies behaviours to accommodate tasks, situations and individuals involved.
PLANNING AND ORGANISING	Establishes plans and budgets for self and/or others to accomplish. Organises and schedules resources and activities. Establishes procedures to monitor the results of delegations, assignments, or projects. Works systematically and structures own time effectively.
PROBLEM SOLVING	When confronted with a problem tries to understand the “bigger picture”, and gathers appropriate information to consult with others and to come to a decision regarding the best possible solution.
TEAMWORK	The genuine intention and interpersonal skills to work cooperatively with others, within and across the organisation. It includes respecting others, valuing ideas and diversity, supporting the team environment, and subordinating own objectives to the objectives of the organisation or team.

Key Responsibilities

ADMINISTRATIVE SUPPORT TO EXECUTIVE DIRECTOR, ESA

- Ensure timely advice is provided on administrative and day-to-day management matters including priority work and deadlines, through research and liaison with SATC departments including Executive Services
- Manage the emails of the Executive Director, ESA, including actioning where appropriate and filing.
- Coordinate diary arrangements, including prioritising requests for meetings from business sector, government sectors, general public and staff, while creating space in the diary to complete work as required.
- Contribute to the provision of briefings to the Executive Director, ESA, including completing agendas, paper and schedules and undertaking minor research activities. Also, to ensure that any documentation required for meetings is distributed to appropriate personnel in a timely manner and that any follow up activities are managed within the necessary timelines.
- Assist the Executive Director, ESA by undertaking minor projects and research, coordinating briefing notes, drafting letters and minutes for the Executive Director, ESA's signature, word processing and preparing speaking materials and PowerPoint presentations.
- Respond to external enquiries and requests regarding issues from the public, the media and government by conducting research, preparing minutes and letters for the Executive Director, ESA. Provide a follow-up service to the Executive Director, ESA by liaising with SATC staff and other Senior Government staff. Maintain an effective contact listing for the Executive Director, ESA and ESA Unit
- Maintain appropriate files and records by ensuring data and information is filed and recorded in an efficient manner.
- Support the Executive Director ESA in their role, as reasonably required

PERFORMANCE MEASURES

- Efficient secretarial and administrative support service to the Executive Director, ESA.
- Successful Management of Executive Director, ESA's diary.
- Strong service results to internal and external stakeholders
- Accurate and timely preparation of minutes, agendas, meeting documentation, communication and Executive Director ESA meeting follow-up
- Accurate advice regarding protocol and processes.
- Information regarding the Executive Director, ESA and SATC is treated as confidential.
- Flexibility to work on a range of duties.
- Establishment of good working relationships with staff and external stakeholders.
- Efficient tracking and follow-up of all Executive Director, ESA correspondence and tasks to meet deadlines.

ADMINISTRATIVE SUPPORT TO ESA MANAGEMENT / GROUPS

- Assist the Executive Director, ESA by undertaking minor projects and research, preparing and coordinating briefing notes, drafting letters and word processing.
- Provide Administrative support with regard to mandatory compliance and reporting, including Bona Fide and Leave Reports, authorisations, approvals and follow up.
- Process invoices and payment of expenses using Basware
- Following up on issues as required.
- Take minutes for ESA Management meetings.
- Take minutes for the Major Events Group meetings.
- Take minutes for other meetings as required.

PERFORMANCE MEASURES

- Efficient administrative support service to the Executive Director, ESA.
- Accurate and timely completion of word processing requests and correspondence.
- Timely and accurate preparation of agendas and minutes.
- Timely distribution of all associated paperwork to invitees.

TRAVEL

- Organise intra/interstate and overseas travel for Executive Director, ESA including approvals, flights, itineraries, accommodation requirements, traveller's cheques, meeting arrangements, hospitality engagements and other associated requirements.
- Booking of flights and accommodation for ESA staff as required
- Assist the Executive Director, ESA with balancing travel expense reimbursements.

PERFORMANCE MEASURES

- Efficient and timely organisation and preparation of travel bookings, itineraries and other arrangements for Executive Director ESA and ESA staff.

ORGANISATIONAL CONTRIBUTION / SAFETY AWARENESS

- Adhere to SATC policy and procedures on all matters relating to health and safety.
- Ensure that SATC vehicles are maintained in accordance with SATC Motor Vehicle Policy, attend driver training, and drive according to the law and prevailing conditions.
- Follow the principles of a sustainable working environment by following organisational greening initiatives.

PERFORMANCE MEASURES

- 100% commitment to Work Health and Safety (WH&S).
- 100% attendance in relevant WH&S training.
- Ensure knowledge and appropriate application of WH&S procedures and policies.

Special Conditions

- The appointment will be subject to a 6 month probation period. Continuation of the contract is conditional upon the achievement of performance objectives and the allocation of sufficient funding.
- The incumbent will be required to undertake an annual performance agreement with their direct manager, using the SATC's Performance Development process.
- Take personal responsibility for understanding and complying with the South Australian Tourism Commission policies on WHS, equal employment opportunity and public administration.
- The incumbent is responsible and accountable for keeping accurate and complete records of their business activities in accordance with the State Records Act 1997.
- It is the policy of the Commission that staff can be reassigned to other positions or roles consistent with their classification level to meet changing work demands and/or their personal development needs.
- The incumbent may be required to undertake a relevant national police check or employment screening check
- Out of hours work, may be required.

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Executive Manager

Hitaf Rasheed
Executive Director
Events South Australia

Signed

Date

Incumbent

Name
Executive Assistant
Events South Australia

Signed

Date