

POSITION DESCRIPTION

EXECUTIVE ASSISTANT TO THE CHIEF EXECUTIVE OFFICER



Be a part of something special.

At the SATC, you'll help shape the future of one of South Australia's most important industries.

We bring together strategy, creativity, partnerships, insights and innovation to grow the visitor economy and create lasting value for the State.

Our work is grounded in what makes South Australia special; authentic experiences, genuine connections and the simple moments that stay with people long after they leave.

For those who are curious, ambitious and motivated by impact, the SATC offers the opportunity to work on meaningful challenges, build new capabilities and contribute to work that makes a difference.

Celebrate the **SIMPLE PLEASURES**

Position Description

Executive Assistant to the Chief Executive Officer

Purpose of the position

The Executive Assistant to the Chief Executive Officer is responsible for the provision of high-level support to the Chief Executive Officer of the South Australian Tourism Commission. The candidate will have exceptional interpersonal skills and possess skills in the following areas; attention to detail, discretion, honesty, and integrity. The role will also assist and support the Manager, Executive Services.

Position Title	Reports To	Position Classification
Executive Assistant to the Chief Executive Officer	Director, Executive Services	ASO6
Group Unit	Location	Direct Reports
Industry and Engagement	Level 9, SA Water House 250 Victoria Square	None

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 passion for excellence and exceeding expectations.

Essential Criteria

QUALIFICATIONS

- Nil

SKILLS, EXPERIENCE AND KNOWLEDGE

- Provide strategic advice to the Chief Executive Officer on a range of issues and insights
- Proven ability to make informed decisions on behalf of the Chief Executive Officer and Director of Executive Services without guidance
- Experience in managing and responding to correspondence at an Executive level
- Experience coordinating multiple diaries and making travel arrangements
- Successful experience in the provision of a confidential secretarial and administrative service at a senior level
- Experience working with executive leadership teams and Boards
- Experience minute taking and organising meetings; including preparation of agendas and papers for Executive and Board meetings
- Experience in report, minute and letter writing and in undertaking project work at an Executive level
- Experience working in a high performing and high-pressure team environments
- Experience organising and providing catering and hospitality assistance at special functions including coordinating guest lists and collation of RVSPs
- Experience in managing the invitation and ticketing process. Ability to host and liaise with invited guests in a professional and timely manner
- Ability to represent SATC in a professional manner
- Experience maintaining filing systems and other clerical systems
- Experience in corporate credit card reconciliations
- Experience in using AI tools, such as Microsoft Co-Pilot, to streamline processes
- Ability to work collaboratively in a team environment, contribute and encourage cooperation and take a shared responsibility for achieving results
- Proven ability to be self-motivated and possess initiative and enthusiasm
- Proven ability to display tact, discretion and tolerance
- Ability to provide high-quality customer service and relate professionally and effectively in liaison between internal and external stakeholders
- Proven ability to communicate clearly and concisely both verbally and in writing in a positive and dynamic way
- Ability to work under minimum supervision
- Ability to effectively use time management skills including the ability to cope with high volumes of work, changing priorities and meeting critical deadlines while handling a number of sensitive issues
- Ability to manage unforeseen circumstances, analyse problems, formulate suitable solutions and implement appropriate actions
- Proven ability to maintain confidentiality at all times
- Proven sound organisational skills

- Sound knowledge of administrative and office procedures
- Proven ability to use and apply Outlook, Word processing, PowerPoint, Excel competently and accurately

Desirable Criteria

SKILLS, EXPERIENCE AND KNOWLEDGE

- Knowledge of Government organisations and the services provided by other public sector agencies.
- Knowledge and understanding of the tourism industry and the services provided.
- Knowledge of Government decision-making processes and public sector management practices and procedures.
- Knowledge of the roles, functions and responsibilities of Government at the Commonwealth, State and local level.
- Experience working with Minister's Office and senior public servants.

Competencies

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.
ETHICS AND ACCOUNTABILITY	Is honest and ethical in all actions, such that others' trust is developed and maintained; demonstrates behaviour that is consistent with the organisation's direction, values and policies.
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.
TIME MANAGEMENT	Organised and efficient in own work habits; plans and priorities time effectively; has tools and/or a system in place to prioritise tasks and keep track of promised actions and important deadlines.
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.
ADAPTABILITY / FLEXIBILITY	The ability to adapt one's approach to suit changing requirements in a variety of situations, and to maintain effectiveness with different tasks & people, thereby contributing towards creating an efficient, agile organisation. Recovers from setbacks and maintains a positive outlook when faced with difficult situations.
INITIATIVE	Takes action to achieve objectives beyond what is required. Self-starting, rather than accepting passively. Displays a sense of urgency and high energy/drive to get the job done. Anticipates problems and takes action.
ATTENTION TO DETAIL	Accomplishes tasks through 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.
NEGOTIATION	Effectively exploring alternatives and positions to reach outcomes that gain all parties' support and acceptance.
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.

Key Responsibilities

ADMINISTRATIVE SUPPORT TO THE CHIEF EXECUTIVE OFFICER

- Ensure timely advice is provided on administrative and day-to-day management matters relating to the Chief Executive Officer's responsibilities through liaison with Executive departmental staff and other Government agencies.
- Manage the emails of the Chief Executive Officer, actioning where appropriate and filing.
- Coordinate diary arrangements, including prioritising requests for meetings from business sector, government sectors, general public and staff.
- Complete and report on minor projects and research, including investigation of sensitive matters
- Ensure documentation required for meetings is distributed to appropriate personnel in a timely manner
- Ensure follow up activities/actions are managed on behalf of the Chief Executive Officer; liaising with SATC staff and other Senior Government staff as required.
- Coordinate briefing notes, preparing speaking materials and PowerPoint presentations for the Chief Executive Officer
- Draft letters and minutes for the Chief Executive Officer's signature.
- Confirm all documentation and logistical arrangements for the Chief Executive Officer's visits, meetings, speeches and conferences in accordance with SATC and Government policies and practices.
- Respond to external enquiries and requests regarding Portfolio issues from the public, the media and government by conducting research, preparing minutes and letters for the Chief Executive Officer.
- Organise all aspects of intra/interstate and overseas travel and assist with balancing travel expense reimbursements.
- Maintain an effective contact listing for the Chief Executive Officer and Executive Services Unit.
- Maintain appropriate files and records by ensuring data and information is filed and recorded in an efficient manner.
- Coordinate Executive and Board functions and provide catering for guests of the Chief Executive Officer.
- Take and distribute minutes of the whole of agency staff meetings.
- Provide advice and support to all Executive Assistants across the organisation. As the lead Executive Assistant in the agency, the position often provides direction and guidance on various aspects of their roles.

PERFORMANCE MEASURES

- Efficient secretarial and administrative support service to the Chief Executive Officer.
- Successful Management of Chief Executive Officer's diary.
- Enquiries handled in a courteous, efficient and timely manner, presenting the SATC as a professional, responsive and innovative organisation.
- Accurate and timely completion of word processing requests and correspondence.
- Accurate advice regarding protocol and processes.

- Information regarding the Chief Executive Officer, SATC and Minister for Tourism is treated as confidential.
- Flexibility to work on a range of duties.
- Efficient and timely organisation and preparation of travel bookings, itineraries and other arrangements.
- Establishment of good working relationships with staff and external stakeholders.
- Successful completion of project work.
- Efficient tracking and follow-up of all Chief Executive Officer correspondence to meet deadlines.

ADMINISTRATIVE SUPPORT TO MANAGER – EXECUTIVE SERVICES

- Assist by undertaking projects and research
- Prepare and coordinate communications including briefing notes and letters
- Assist in the preparation and circulation of Board documents
- Assist with organisation of Board regional visits and networking functions
- Deal with correspondence for the SATC Chair.
- Provide general support and assistance as required.
- Manage the invitation and ticketing system for events on an as needs basis
- When the Director of Executive Services is unavailable, the position takes on the work of drafting the Board minutes and liaising with the Chair/Board Director's.
- Assist the team with requests from the Premier/Minister for Tourism's Office including briefing material and responses.

PERFORMANCE MEASURES

- Efficient administrative support service to the Manager.
- Accurate and timely completion of word processing requests and correspondence.

ORGANISATIONAL CONTRIBUTION/SAFETY AWARENESS

- Ensure effective personnel management by managing diversity, staff or volunteer training and development and occupational health and safety issues.
- 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 WHS.
- 100% attendance in identified WHS training
- Knowledge and appropriate application of WHS procedures and policies. 100% commitment to WHS.

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
- Possession of a Class C Drivers Licence and willingness to drive
- Out of hours work, intrastate and interstate travel will be required.

Position Description

Executive Assistant to the Chief Executive Officer

Purpose of the position

The Executive Assistant to the Chief Executive Officer is responsible for the provision of high-level support to the Chief Executive Officer of the South Australian Tourism Commission. The candidate will have exceptional interpersonal skills and possess skills in the following areas; attention to detail, discretion, honesty, and integrity. The role will also assist and support the Manager, Executive Services.

Executive Manager	Line Manager	Incumbent
Christopher Burford Executive Director, Industry and Engagement	Carmela Ferraro Director, Executive Services	Name: Executive Assistant to the Chief Executive Officer
Signed	Signed	Signed
Date	Date	Date

