

POSITION DESCRIPTION



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Position Description

Corporate Services Executive Assistant

Purpose of the position

The Corporate Services Executive Assistant provides high level administrative and executive support to the Chief Operating Officer and the People and Culture team. The role will provide high level support to the Chief Operating Officer (COO), as well as supporting the administrative needs of the People & Culture team to ensure the smooth and effective operation of the HR function.

Position Title:	Reports to:	Position Classification:
Corporate Services Executive Assistant	People & Culture Manager Chief Operating Officer (COO)	ASO4 Non-Executive Contract
Group / Unit:	Location:	Direct reports:
Corporate Services - People & Culture	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

- Tertiary qualification in HR, Administration or Business Management, or equivalent experience

SKILLS, EXPERIENCE AND KNOWLEDGE

- Demonstrable experience providing a broad range of administrative support services.
- High level attention to detail
- Experience in the provision of a confidential secretarial and administrative service at a senior level
- Experience in the full suite of Microsoft Office, including Outlook, Word and Excel
- Proven ability to maintain and record data
- High level of organisational, planning and time-management skills
- Ability to organise workloads and priorities, cope with pressures and meet deadlines
- Flexibility to work as a team member and/or function autonomously
- Proven ability to handle information of a confidential nature, within relevant guidelines and protocols
- Exemplary communication and interpersonal skills
- Basic financial skills and understanding of financial processes

Desirable Criteria

QUALIFICATIONS

- Cert IV Business Administration, Human Resources Diploma/Degree

SKILLS, EXPERIENCE AND KNOWLEDGE

- Experience working in a personal assistant/executive support capacity.
- Previous experience or interest in Human Resources
- Experience in diary management, minute taking and organising meetings
- Knowledge of Government practices, protocols and the services provided in 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.
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.
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.
WORK, HEALTH AND SAFETY	Understands own responsibility toward safety and the environment and follows relevant organisational policies and procedures. Also establishes and maintains systems and work processes which contribute to a safe work environment.
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

HR ADMINISTRATION

- Assisting with the administration, recording and processing of documents associated with, and provision of information related to, position vacancies and recruitment processes.
- Administering, entering and securely maintaining confidential personnel records, data and information in SharePoint, in accordance with State Records Act, and other relevant regulations and standards.
- Maintaining and updating staff training registers, and other employment related databases to facilitate their ongoing integrity, accuracy and security of records.
- Assisting with the preparation and distribution of general HR correspondence to relevant Executive Directors and managers.
- Providing a range of general administrative duties and reception services to the HR team, including supporting routine activities and assisting with staff induction processes, including the coordination of access passes for new staff.
- Assisting with the ongoing operation of various working groups (Culture and Values Group and Reconciliation Action Plan Working Group), including assisting with the implementation of agreed initiatives and preparation of agendas and minutes.

PERFORMANCE MEASURES

- Record keeping is accurate
- Attention to detail is routinely maintained
- Tasks are completed in a timely manner
- Confidentiality is maintained at all times

ADMINISTRATIVE FACILITIES ASSISTANCE

- Assisting with Facilities related matters such as managing the allocation of SATC vehicles to SATC employees and associated record keeping, distribution of cab charge eTickets and general facilities matters such as kitchen maintenance.
- Assisting the WHS Manager regarding SATC's tenancy matters on Level 9, SA Water House.
- Assisting the WHS Manager regarding the booking of First Aid Training, Defensive Driving and other courses for staff as required.
- Ensuring stationery supplies are kept up to date with ordering what's required and maintaining stock levels.
- Prepare the mail for collection and arranging of couriers where required.
- Acting as the first point of call and answering phone calls for the central head office phone number and redirecting queries as required.
- Processing and reconciling People & Culture and Facilities related invoices as required

PERFORMANCE MEASURES

- Record keeping is accurate
- Attention to detail is routinely maintained
- Tasks are completed in a timely manner

CHIEF OPERATING OFFICER ADMINISTRATIVE AND EXECUTIVE SUPPORT

- Provide confidential administrative and executive support to the Chief Operating Officer (COO).
- Ensure timely advice is provided on administrative and day to day management matters including priority work and chasing deadlines with direct reports to the COO.
- 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.
- Draft email responses and letters as required.
- Reconciliation of purchase card transactions and
- Meeting coordination including preparation of papers and taking minutes when required. This includes the SATC's Security Working Committee.
- Meeting coordination including preparation of papers for the SATC's Audit and Risk Committee.
- Coordination and organisation of team events and whole of Agency events.
- Support the COO in their role as reasonably required.

PERFORMANCE MEASURES

- Administrative tasks are accurate and completed in a timely manner
- Attention to detail is routinely maintained
- Diary management is proactive and planned in advance
- Efficient follow up on COO correspondence and tasks to meet deadlines

COMMUNICATION

- Communication is professional and appropriate at all times
- Written communication is articulate, succinct and logical and uses appropriate grammar and vocabulary
- The People and Culture Manager and The COO and other team members are kept up to date on issues affecting key tasks and performance areas

PERFORMANCE MEASURES

- Presents ideas in a clear, concise and organised manner
- Develops a logical structure and presents ideas in a logical sequence
- Spelling and grammar is of an acceptable level

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
- Class C Drivers Licence and willingness to drive

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Executive Manager	Line Manager	Incumbent
Stephanie Rozokos Chief Operating Officer Corporate Services	Joanne Evans Director, People and Culture Corporate Services	Vacant Corporate Services Executive Assistant Corporate Services
<div>Signed</div>	<div>Signed</div>	<div>Signed</div>
<div>Date</div>	<div>Date</div>	<div>Date</div>