

# Position Description

## Position details

<b>Position Title:</b>	Executive Assistant - CEO and Senior Leadership Group	<b>Reports to:</b>	Manager Executive Services
<b>Team:</b>	Executive Services	<b>Location:</b>	Head Office - Brunswick
<b>Classification:</b>	Level 5	<b>Status:</b>	Ongoing full time

## The Organisation

The Victorian Foundation for Survivors of Torture Inc. (VFST), also known as Foundation House, provides services to advance the health, wellbeing and human rights of people from refugee backgrounds who have experienced torture or other traumatic events.

Established in Melbourne in 1987, Foundation House is non-denominational, politically neutral and non-aligned. It is constituted as a not-for-profit organisation managed by an elected Board of Management and is funded by the Commonwealth and Victorian Governments, philanthropic organisations and donations from private individuals.

A state-wide agency with metropolitan offices in Brunswick (head office), Dallas, Dandenong, Ringwood and Sunshine, services are also provided in partnership with other agencies in rural and regional areas. With nearly 200 staff, the organisation:

- Provides services to clients in the form of counselling, advocacy, family support, group work and complementary therapies
- Works with client communities and the sectors they interact with
- Offers professional and organisational development
- Advocates to governments for improvements to policies and programs
- Conducts and contributes to research.

Working with approximately 5,000 clients a year, a trauma recovery informed service model guides the integrated organisational structure with the following program areas:

- Direct (client) Services
- Community and Sector Development
- Practice Development and Learning
- Corporate Services

Foundation House is committed to promoting and protecting the interests and safety of children and this is reflected in our organisational policies, protocols and staff development.

## Mission

To advance the health, wellbeing and human rights of people from refugee backgrounds who have experienced torture or other traumatic events.

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## Team Summary

This position is part of Executive Services which integrates several functions comprising board governance and secretariat support, managing the CEO's office, executive support to the Agency Management Team (AMT), external and internal communications operations, and head office administration.

Reporting to the Manager, Executive Services, this position primarily supports the Chief Executive Officer (CEO) in meeting internal and external job demands and provides assistance to the senior leadership group.

Overall responsibility for the organisation rests with the Board of Management. The CEO is responsible for the management of Foundation House including the development and implementation of organisational strategic objectives and priorities. The senior leadership group has operational oversight of the organisation.

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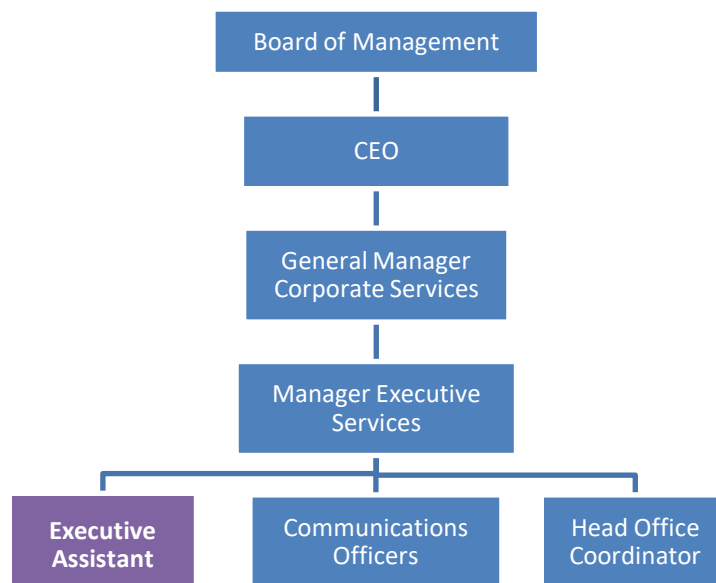
The Executive Assistant works closely with the Manager Executive Services to provide high quality support to the CEO and AMT. The role ensures the professional, efficient and effective functioning of the CEO's office.

The role is responsible for office administration, diary management, travel planning, daily communications, meetings and other secretarial support. Professional liaison and relationship management with a diverse range of key stakeholders is a key component of this position, as is the strategic assessment and prioritisation of important issues related to the office of the CEO, and the organisation. The ability to manage complex and sensitive work situations with sound judgement, discretion, and empathy is essential.

## Scope & Dimensions:

Budgets: Nil  
Number of staff: Nil

Reporting lines:



## Key Responsibilities

Key Responsibility
<p><b><u>Executive support for the CEO</u></b></p> <p>Ensure professional, effective and efficient delivery of executive support to the CEO:</p> <ul style="list-style-type: none"> <li>• Effective management of priorities through high quality administration and follow through of tasks</li> <li>• Coordinate efficiently the flow of information and communication between the CEO and internal and external stakeholders</li> <li>• Manage the CEO’s diary including meetings, appointments and travel, both domestic and international</li> <li>• Coordinate and attend meetings, assist in the preparation of agendas and papers, take minutes and follow through on actions and business arising</li> <li>• Administer, proofread and draft correspondence, reports, presentations, and meeting documentation</li> <li>• Conduct research to prepare background information and briefing documents</li> <li>• Coordinate the CEO’s expense acquittal process.</li> </ul>
<p><b><u>Executive support for the leadership group</u></b></p> <p>Provide general administrative support and secretarial services for members of the senior leadership group as required:</p> <ul style="list-style-type: none"> <li>• Coordinate and attend meetings, assist in the preparation of agendas and papers, take minutes and follow through on actions and business arising</li> <li>• Assist with submissions and reports to the Board and external parties</li> <li>• Assist with diary management and workflow</li> <li>• Coordinate travel.</li> </ul>
<p><b><u>Stakeholder management</u></b></p> <ul style="list-style-type: none"> <li>• Support and strengthen positive and effective relationships with a wide range of internal and external stakeholders including organisational colleagues and senior management; staff; the Board; clients and their communities; supporters; donors and philanthropic partners; state and federal government ministers, members and departments; sector leaders and representatives; advisory panels and the media.</li> <li>• Liaison with Foundation House members including welcome letters, receipts and maintenance of the members register.</li> </ul>
<p><b><u>Executive Services team support</u></b></p> <p>Provide support in areas related to communications and head office administration:</p> <ul style="list-style-type: none"> <li>• Planning and implementation of organisational events and activities</li> <li>• Organisational communication platforms such as the internet and website</li> <li>• General administrative matters such as monitoring and responding to general emails and other duties as required</li> <li>• Provide back-up to Head Office Reception as required.</li> </ul>
<p><b><u>Health &amp; Safety</u></b></p> <p>Actively contribute to health and safety at Foundation House by being aware of safety policies and procedures and consciously applying these every day to ensure the health and safety of our workplace.</p>



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## Personal Qualities

The Executive Assistant will have a strong commitment to multiculturalism and issues pertinent to refugee background people and communities. They will bring to their work an ethical framework that demonstrates a respect for honesty, fairness, equality, dignity, diversity, social justice and human rights.

## Selection Criteria

### Qualifications:

Tertiary level and/or Business Administration qualifications would be advantageous, but not a requirement.

### Experience/Knowledge/Skills:

#### Essential

- Demonstrated experience supporting a CEO and senior leadership group and an understanding of executive team functioning
- Excellent communication skills, both written and verbal, with the ability to liaise with a diverse range of stakeholders at various levels
- Excellent interpersonal skills, including the ability to work cross-culturally and as part of a team
- Deep appreciation of digital platforms and systems to enable the office to function in the 21<sup>st</sup> century environment, including familiarity with Microsoft 365
- High level organisational skills – planning, coordination, priority setting, task management and follow through.
- The ability to work autonomously as well as under direction, responding with nous, flexibility and collegiality in often high-pressure situations
- Ability to prepare high quality documents, including general correspondence, reports, meeting minutes and presentations with a strong attention to detail
- A commitment and values alignment to the mission of Foundation House.

#### Desirable:

- An understanding of the political and external environment in which the organisation operates
- Sound research skills
- Knowledge and understanding of clients and the issues associated with refugees and asylum seekers.

## Conditions of employment

- Foundation House promotes the safety and well-being of children
- A satisfactory police check, WWCC will be required of the successful applicant.
- The position is in accordance with the Victorian Foundation for the Survivors of Torture Enterprise Agreement

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## Approval and Acknowledgement

<b>Date PD last reviewed:</b>	July 2020
<b>PD Approved by:</b>	General Manager Corporate Services
<b>Date of approval:</b>	13 August 2020