Position Title: Executive Assistant  
Position Classification: Administration Level 5  
Reports To: Director, Student & Industry Engagement and Director, Academic  
Work Location: Regency Park ICHM Office

Purpose of Position

Provides high quality, effective and responsive support to the Director Student & Industry Engagement and the Director Academic, ensuring that operational and administrative work arising from the Directors’ commitments is performed in a timely and efficient manner.

Key Responsibilities

- Provide effective administrative and operational support to the Director, Student & Industry Engagement and the Director, Academic.
- Manage electronic diaries, including scheduling meetings, prioritising and reallocating appointments as necessary.
- Update student and administrative database/s information.
- Undertake executive support function for meetings including preparation of agendas, minutes, action items arising and follow up as required.
- Provide support to Directors with respect to liaison and office hospitality for visiting delegations and other internal and external stakeholders.
- General office management and administration including paper management, filing for Directors, operational and event management support.
- Make travel arrangements, book accommodation and process expense claims.
- Prepare presentations and other documentation, including drafts and at times typing correspondence and/or compiling reports.
- Provide backup capacity for other administrative personnel and front office team members.

Maintain confidentiality in relation to client and business information

- Except as required by law, you must not disclose, divulge, communicate to or otherwise place at the disposal of any third party, in any form or by any means any confidential information. You must keep in the strictest confidence any confidential information of which you become aware, through the performance of your obligations under your contract of employment.
- Confidential information includes all information of a confidential nature regarding ICHM’s past, current or future business interests, methodology, processes or affairs, student information or of any person or entity with which it may deal or be concerned. It may also include (but is not limited to) matters of a technical nature, technical processes, trade secrets, marketing procedures, financial information, client information and any other information which is notified by ICHM during the performance of your employment.
• Any unapproved disclosure of confidential information is considered a serious breach of your employment contract.
OHS responsibilities

- You must at all times work and conduct yourself in a safe and responsible manner, including using all plant and equipment in the prescribed manner. You must exercise reasonable care and diligence in the performance of your duties and comply with all reasonable instructions to protect the health of yourself, other employees and persons having dealings with ICHM.

Quality

- Provide a high quality customer service to both internal and external clients.
- Assist with the training of staff to a high standard.
- Work in a supportive team environment.

Person Specification

Essential

- Experience effectively managing the requirements of two executives simultaneously.
- Experience managing electronic diaries.
- Ability to organise and plan own work.
- Excellent IT skills including working knowledge of the Microsoft Office Suite.
- Excellent attention to detail including proof reading skills and the ability to maintain a high level of accuracy.
- Ability to assimilate large quantities of written and verbal communication quickly and to produce accurate and timely meeting minutes, agendas and action items.
- Ability to deal with sensitive information with discretion and to maintain confidentiality at all times.
- Exceptional interpersonal and communication skills, including the ability to ensure effective communication with a wide range of stakeholders.
- Excellent team working skills with the ability to work collaboratively and co-operatively with colleagues.
- Demonstrated ability to remain focused and composed at peak times and when fast turnarounds are required to produce high quality outcomes.
- A flexible and pro-active approach to tasks including the ability to prioritise, re-prioritise and achieve successful outcomes.
- Ability to establish, implement and/or simplify administrative processes and procedures for streamlined delivery of support services.
- Being respectful and responsive, sharing information openly, proactively and contributing to a positive team environment.

Desirable

- Experience as an Executive Personal Assistant.
- Experience working in a Higher Education Environment.

Qualifications

- NIL