

**JOB DESCRIPTION FOR THE POSITION OF**

## ***Executive Assistant to CEO***

<b>Incumbent:</b>	Vacant		
<b>Date developed:</b>	September 2012	<b>Date last updated:</b>	May 2013
<b>Role Overview:</b>	To provide high level administrative and secretarial support to the CEO, designated Committees and work groups. Manage the CEO's diary and arrange meetings. Assist CEO to organise the workflow and follow up actions delegated by the CEO.		
<b>Reporting Relationships:</b>	Chief Executive Officer		
<b>Working/Mentoring Relationships:</b>	Liaises and works co-operatively with the CEO, Executive Directors, The Board, Committees and all staff at the ANMAC.  Is mentored by Executive Coordinator Board and Board Committees.		
<b>Supervisory Responsibilities:</b>	N/A	ANMAC EBA: Level 4	
<b>Qualifications:</b>	Tertiary Qualifications and/or relevant administrative/business studies.		
<b>Required Skills and Experience:</b>	<ul style="list-style-type: none"> <li>• Software experience with various office computer packages e.g. Word, Excel, PowerPoint, etc.</li> <li>• Experience with SharePoint would be highly desirable</li> <li>• Experience as an Executive Assistant</li> <li>• Experience gained in a membership organisation highly desirable</li> <li>• Ability to manage deadlines and prioritise work</li> <li>• Excellent interpersonal skills</li> </ul>		

## Key Scorecard

This provides a high level snapshot of the expected outcomes for this role and the relative importance of each deliverable. This should be used by the employee on an ongoing basis as a quick reference to determine how he or she is performing in the role.

	Importance Rating
<b><u>Key deliverables</u></b>	
1. Provide administrative and secretarial support to the CEO	
2. Provide administrative and clerical support to the meetings and arrange functions	
3. General administrative assistance	
4. Correspondence and communication	
5. Special Projects	
<b><u>Natural attributes</u></b>	
1. Interpersonal Communication	A
2. Organisation and planning	A
3. Eye-for-detail	A
4. Results Driven	B
5. Analytical Capacity	C

Key: "A" High priority  
 "B" Mid priority  
 "C" Lower priority

## Key Deliverables

These describe the key outcomes that are to be achieved in the role and a performance standard against the employee will be assessed.

### 1. Provide administrative and secretarial support to the CEO.

- Provide administrative and secretarial support to the CEO.
- Prioritise and ensure that reports, business papers and correspondence are dealt with efficiently and promptly.
- Maintain diary of CEO and organise her travel and other related arrangements in conjunction with the Corporate Services Officer.
- Filing, preparation, collation and distribution of supportive documentation, notes and correspondence.
- Screen telephone calls.
- Advise the CEO of matters requiring personal attention, with associated deadlines, and preparing relevant documentation.
- Deal with matters requiring attention, or refer them to the appropriate person in the absence of the CEO.

#### ***This is the standard that I should try to deliver to:***

Seek opportunities to provide administrative support to CEO. All requests for administrative assistance are met in a timely and professional manner. Information is recorded and conveyed according to or better than expected standards in terms of completeness, accuracy and compliance with the style guide at ANMAC. Anticipate needs of CEO and take steps to meet those needs. Deal with issues appropriately when CEO is not available. Keep all information confidential.

#### ***Review notes:***

### 2. Provide administrative and clerical support to the meetings

- Take notes or minutes of various Board, Board Committee, stakeholders and other meetings when required.
- Check agenda and supportive documents and notes.
- Check details in all paperwork working with others as necessary.
- Identify and take any follow up action arising from the notes that are required.

#### ***This is the standard that I should try to deliver to:***

All meetings are serviced efficiently and notes or minutes are produced always on time with very few errors. Any errors or discrepancies are always rectified before distribution. All actions identified and followed up before due dates.

#### ***Review notes:***

### 3. General administrative assistance

- Assist in the maintenance of documentation of the office policy and procedures manual.
- Provides administrative support other staff members as required.

***This is the standard that I should try to deliver to:***

Employee seeks opportunities to provide assistance to other staff and management wherever possible. All requests for administrative assistance are met in a timely and professional manner. Attitude is friendly and professional at all times.

***Review notes:***

### 4. Correspondence and communication.

- Deals with correspondence addressed to the CEO.
- Assists with letters and presentations for CEO.
- Manage communication to CEO by screening calls, letters and emails. Determine which require priority and bring to CEO attention and which communication is appropriate to deal with independently.
- Greets stakeholders on arrival at ANMAC's office

***This is the standard that I should try to deliver to:***

Deal with mail sent to CEO promptly. Is friendly and professional in manner at all times and display a high level of empathy towards all stakeholders/visitors. Convey warmth; always polite & courteous; always meet established protocols & cope with simultaneous periods of high 'live' personal interactions.

***Review notes:***

### 5. Special projects

- Carry out special projects as allocated by Chief Executive Officer.
- Carry out research and analysis that may be needed for projects.
- Communicates with stakeholders, clients, visitors to achieve aims of projects.
- Monitor progress of projects allocated to staff by CEO. Prepare reports to CEO on progress and implement any actions.

***This is the standard that I should try to deliver to:***

Project requirements as allocated by CEO are exceeded. At times initiates ideas for projects with CEO. Able to deal with all issues involved with project. Delivery deadlines are always met. Good relationship established with people undertaking projects as directed by CEO. Projects monitored effectively and reports provided to CEO on time.

***Review notes:***

## Natural Attributes

These are the personality traits and characteristics that are considered to be most important in the carrying out of the function and the achieving the objectives.

### 1. Interpersonal Communication

- Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.
- Written Communication – Communicates ideas on complex and sensitive issues clearly in writing, selecting language, tone and format to suit target recipients.
- Verbal Communication – Speaks in a clear succinct manner and tailors language to suit target audience.
- Conflict Resolution – Defuses and resolves conflict in a range of situations, where tact and diplomacy are required.

***This is the standard that I should try to deliver to:***

Makes contact easily with people on different levels, does her best to make others feel at ease, makes an effort to establish new relationships, understands the personal values of others, can handle disputes or conflicts in a skilful way. Gives others the opportunity to ask questions and make comments and reinforces the group feeling. Is able to listen and impart ideas and information in a highly professional and pleasant manner to ensure all meanings are clear and outcomes achieved.

***Review notes:***

### 2. Organisation and Planning

- Able to organise or schedule tasks.
- Develops realistic action plans while being sensitive to time constraints and resource availability.
- Plans and manages multiple jobs at once.

***This is the standard that I should try to deliver to:***

Prioritises well to work effectively at completing a number of various tasks prior to deadline. Organises resources in such a way as to maximise the value of each of them, thereby ensuring all work is completed before or by the deadline and within budget.

***Review notes:***

### 3. Eye-for-detail

- Always accurate and a focus on getting things right- first time.

***This is the standard that I should try to deliver to:***

Rarely makes mistakes due to a commitment to being thorough, methodical and systematic.

***Review notes:***

#### 4. Results Driven

- A capacity to maintain focus on the desired outcome of any project.

***This is the standard that I should try to deliver to:***

Will always produce desired result within prescribed time frame. No excuses. Will even see the impact on the 'big picture'. Rarely loses the focus of delivering project outcomes as the incumbent makes every effort not to concentrate too heavily on the details, rather than the 'big picture'.

***Review notes:***

#### 5. Analytical Capacity

- Intellectual Capacity – Learns new skills and ideas quickly and assimilates complex information, applying knowledge gained to a new setting.
- Problem solving – Quickly defines complex and ambiguous problems, pinpoints key issues and develops workable solutions.
- Analytical Thinking – Across multi-dimensional areas, assesses complex information, quickly perceives implications and makes sound strategic judgements.

***This is the standard that I should try to deliver to:***

Can demonstrate occasional examples of going beyond position expectations and standards.

***Review notes:***