

Executive Assistant/Project Officer

Reporting to the Executive Manager Service Delivery, the Executive Assistant/Project Officer will provide administrative and project support to the Operational Team to ensure the team operate efficiently, key deadlines for reporting are met and project tasks are monitored and actioned.

Key Relationships

Internal:

- Executive Manager Service Delivery
- Program Managers
- Executive Assistant
- Executive Leadership Team
- All staff

External:

- Key Stakeholders

Statement of Commitment

Carers SA believe that all vulnerable adults, and children and young people, have the right to be safe and feel safe and recognizes that this is everyone’s responsibility. Carer SA has a zero tolerance of harm or risk of harm against children and young people.

Carers SA is committed to the cultural safety of Aboriginal and Torres Strait Islander community, child and young people, the cultural safety of child and young people from culturally and / or linguistically diverse backgrounds and to providing a safe environment for vulnerable adults, children and young people with a disability.

Carers SA is committed to the National Principles for Child Safe Organisations.

Performance indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	Meeting Minutes	<ul style="list-style-type: none"> • Creation of meeting minutes, • Identification and documentation of actions identified during meetings, • Liaise with nominated action owner to ensure task are followed up and completed. 	6 months

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2	Diary Management	<ul style="list-style-type: none"> • Negotiating and organising meeting times with internal and external stakeholders, • Booking events, forums, meetings, and activities for the operational leadership team, • Travel bookings for Operational Leadership Team. 	6 months
3	Task Management	<ul style="list-style-type: none"> • Manage tasks lists and action items for the Executive Manager to ensure tasks are completed and deadlines are met, • Follow-up other stakeholders for task deadlines, • Manage competing priorities to ensure deadlines are met. 	6 months
4	Reporting	<ul style="list-style-type: none"> • Tracking key dates for internal and external reports, • Supporting the coordination of data & information collection for reports, including reminders to stakeholders, • Providing support for the creation and review of operational reports. 	6 months
5	Data & Information	<ul style="list-style-type: none"> • Support the consolidation of information from multiple sources to support operations, • Creation and management of spreadsheets to capture data and information, • Liaise with external stakeholders to capture relevant operational data and information. 	6 months
6	Recruitment	<ul style="list-style-type: none"> • Liaise with Operational Leadership Teams and HR to coordinate candidate interviews. 	6 months
7	Project Coordination	<ul style="list-style-type: none"> • Support the Operational Leadership team with project planning, monitoring, and tracking, • Lead and coordinate projects as identified by the Executive Manager Service Delivery, • Liaise with internal and External Stakeholders in coordination of projects. 	6 months
8	Procedures and Work Instructions	<ul style="list-style-type: none"> • Support the Operational Team to create, review and update procedures and work instructions, • Liaise with the Quality Administrators to ensure policies, procedures and work instructions are 'in-date' and reviewed within required time frames. 	6 months
9	Children and Young People	<ul style="list-style-type: none"> • Support Carers SA as a child safe organisation by undertaking screening for suitability to work with children, young people, and vulnerable adults and to comply with relevant legislative requirements, • Show a commitment to National Child Safety Principles and Carers SA Code of Conduct. 	6 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
10	Health, Safety & Environment	<p>Be personally accountable for health and safety, following reasonable work instructions and taking reasonable care for your own health and safety and for the health and safety of others – live Carers SA’s values. Maintain the workplace in a safe condition and encouraging others to undertake safe work practices. Follow all health and safety procedures – carry out your roles and responsibilities as detailed in the relevant policies and procedures. Proactively report and/or rectify hazards. Promptly report any injury or incidents including ‘near misses’ having a potential for injury, ill-health, damage or other loss, at work to your team leader, manager and/or safety representative and Consider and provide feedback on any matters that may affect your health and safety and/or the environment.</p>	6 months
11	Human Resources	<p>Carry out your position and responsibilities in line with our company values, policies, procedures and processes; Undertake all reasonable and lawful work instructions in a timely and professional manner; Actively participate in performance management initiatives including performance reviews, objective setting, coaching, career or personal development opportunities and performance improvement plans, as required; and Ask questions to clarify understanding of job expectations, communications, projects and other workplace initiatives.</p>	6 months
12	Inclusivity	<p>We: - Are welcoming and friendly - Walk alongside people - Care and empower - Are compassionate - Advocate for carers.</p>	6 months
13	Integrity	<p>We: - Are honest and transparent - Are trustworthy - Are authentic - Do what we say we will do.</p>	6 months
14	Collaboration	<p>We: - Consult and collaborate with others - Have strong stakeholder relationships - Support, encourage and cooperate - Share information and resources.</p>	6 months
15	Empathy	<p>We: - Respect diversity - Actively engage people - Encourage feedback - Provide information for diverse groups - Are approachable and accessible.</p>	6 months
16	Professional Excellence	<p>We: - Deliver professional services - Problem solve - Are innovative and resourceful - Are accountable - Are flexible and adaptive - Achieve results.</p>	6 months

Other roles and responsibilities

- This is not your typical EA/Project role and will see you become involved with a variety of ad-hoc tasks and projects
- Well-developed verbal and written communications skills
- Confident and the ability to multi-task
- Commit to person cultural competency and the delivery of services
- A current DHS Working with Children check, and National Police Check is required
- Current mandatory child protection training will be required
- Duties for this position should not be considered definitive. Duties may be added to, deleted or modified in consultation with the incumbent as necessary.
- Position Descriptions and staff performance will be reviewed annually.

Previous experience

- Experience in a similar, high-volume role with a strong client and administration focus, whilst being highly proficient with MS Office Programs (Outlook, Word, Excel, Power Point and One Note)
- Previous experience working in a Personal/Executive Assistant role supporting a senior level manager
- Experience in project coordination
- Highly developed organisational skills and strong attention to detail and sense of urgency - you can manage multiple and conflicting priorities with ease
- Ability to take responsibility, prioritise workloads, anticipate and plan ahead
- Excellent computers skills including the Microsoft Office Suite and Databases
- A confident and effective communicator (both written and verbal) with the ability to build and maintain positive relationships with both internal and external stakeholders at all levels
- Have a high degree of drive, initiative, and motivation with a flexible and enthusiastic attitude
- Understanding the importance of confidentiality and maintain discretion

Desirable

- Experience working in the Not-for-Profit Sector

Education

- Project management
- Cert III Business administration

