

## About Brisbane Youth Service

Thank you for your interest in the **Executive Support Officer** role with Brisbane Youth Service!

Brisbane Youth Service (BYS) has worked with homeless and vulnerable young people (aged 12 to 25 years) and young families in Brisbane and surrounding areas since 1977.

A leader in the community services industry, BYS provides housing, physical and mental health services as well as specialist programs for young women and young families, to assist them to overcome challenges and achieve life goals. BYS uses a client-centred, strengths-based practice approach when working with young people.

BYS supports each young person to identify their goals and holistically address the range of challenges they face. Even with brief support from BYS, most young people can move out of crisis and towards a better future.

Through research and evaluation programs, BYS builds knowledge to develop innovative supports, improve outcomes, and to raise awareness of issues impacting vulnerable young people in our community.

Currently, we have almost a hundred staff operating across six locations around Brisbane.

### Our Vision

New futures for young people

### Our Values (R.O.A.R)

Respect

Optimism

Accountability

Resilience

### Our Commitment

To promote a just society for young people



# 88%

of young people told us that they are **happy that workers listen to them and they have a say** in their support at BYS.

# Employee Value Proposition

## We value our people

We value our people and the contribution they make to the community and the lives of the young people we support. That's why we have invested in our Employee Value Proposition, to make our employees' experience a memorable and rewarding one.

## By joining us at Brisbane Youth Service (BYS), you will benefit from the following:

- Additional annual leave (5+ weeks pro rata)
- Warm, friendly, and values-driven culture
- Generous salary packaging options
- Long service leave entitlement after five years' continuous service
- Annual professional development budget
- Career development opportunities
- Flexible working arrangements
- Paid study leave and parental leave to eligible employees

## Why our employees stay with BYS:

1. **Meaning:** "Our work positively supports and changes young people's lives and that gives me a sense of purpose."
2. **Team:** "I work with a great team who treat me with respect and genuinely care about me. We share the same goals and provide each other with feedback and support to achieve them."
3. **Flexibility:** "I have the flexibility to work the hours that meet my personal and family needs."
4. **Role:** "I have the autonomy to complete interesting and challenging work tasks."
5. **BYS mission, vision, and values:** "We live and breathe BYS's purpose, vision and values by putting young people at the centre of our decisions and how we work."
6. **Development:** "My manager is supportive of my professional development."



## WHAT YOUNG PEOPLE SAY ABOUT BYS

“ You were there for us when no one else was and **100% always had our backs.** You helped us to create a real home for our little family. ”


“ I was homeless and had no one else to rely on, BYS provided me with **reliable consistent support** to help me back on my feet. ”



# Executive Support Officer

## Position Description

<b>Position Title:</b>	Executive Support Officer		
<b>Program/Team:</b>	Corporate Services Team		
<b>Employment Type &amp; Hours:</b>	Full-time   76 hours per fortnight		
<b>Award Conditions:</b>	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	<b>Remuneration:</b>	Level 5
<b>Working From:</b>	McLachlan Street Fortitude Valley and/or other BYS offices		
<b>Reporting Relationships:</b>	Reports to the Chief Executive Officer Supports the Service Delivery Director & Corporate Services Director		
<b>Qualifying Period:</b>	6 months		
<b>Primary Purpose of Position:</b>	<ul style="list-style-type: none"> <li>This is a key position that supports the Executive Management Team (EMT) and Board to maintain quality governance and is responsible for providing project coordination, administrative support as well as managing multiple schedules and communication.</li> <li>With a primary responsibility of supporting the CEO, provide support to EMT as directed to ensure that company goals and objectives are accomplished, and operations run efficiently.</li> </ul>		
<b>SELECTION CRITERIA - Applicants shall be assessed against these selection criteria. Applicants need to provide written responses to the selection criteria below of not more than two [2] pages in total.</b>			
<b>Selection Criteria:</b>	<ol style="list-style-type: none"> <li>Understanding of and commitment to BYS vision and values;</li> <li>At least five (5) years' experience in a similar role with a demonstrated level of success in providing support to CEO, executive management and Board;</li> <li>Highly organised with demonstrated ability to prioritise, meet deadlines, multi-task, and work well under pressure whilst maintaining confidentiality;</li> <li>Technology savvy with experience working across the Microsoft Office Suite;</li> <li>Excellent interpersonal and communication skills (written and verbal) with experience managing communications and schedules at the executive level; and</li> <li>Demonstrated experience managing complex and confidential documentation including preparing agendas, taking minutes, drafting project reports, managing board papers, and ensuring timely compliance.</li> </ol>		
<b>Education, Qualifications, Requirements [Mandatory]:</b>	<ul style="list-style-type: none"> <li>A certificate or formal qualification in business, administration or communications</li> <li>Current Queensland driver's licence</li> <li>Working with Children Suitability Card [Blue Card] / willingness to obtain a Blue Card prior to commencement</li> <li>Evidence of vaccination, immunity, or medical exemption for the following preventable diseases prior to commencement: Measles, Mumps, Rubella and Varicella [Chicken Pox]; Pertussis [Whooping Cough]; Hepatitis B [health team workers only] and COVID-19</li> <li>Three relevant references</li> </ul>		
<b>Skills &amp; Experience:</b>	<ul style="list-style-type: none"> <li>A minimum of five (5) years' experience in a similar role working directly for executive management</li> <li>Management and preparation of complex and confidential documentation including but not limited to minutes of meetings, agendas, board papers, project work and managing timely compliance</li> <li>Screening of CEO's incoming and outgoing communication and compiling responses as appropriate for review and signature</li> </ul>		

	<ul style="list-style-type: none"> <li>• Organisation and administrative skills to prioritise work and meet deadlines with strong attention to detail</li> <li>• Experience working with Governance or Quality Management Systems is desirable but not essential</li> <li>• Highly organised and efficient with multi-tasking and problem-solving capabilities to manage and prioritise multiple projects and meet deadlines;</li> <li>• Strong communication skills, including oral and written skills, with ability to apply effective judgement to achieve results</li> <li>• Knowledge and experience in email management and managing several Microsoft Outlook calendars concurrently</li> <li>• Coordination of meetings including, Board, All Staff and Annual General Meetings including preparing agendas, taking minutes, coordinating the events and attendance, and other events as required</li> <li>• Act as the key contact for Government, private and community sector external stakeholders and networks</li> <li>• Initiative in anticipating what will be required and having solutions at hand</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• Personal drive and integrity</li> <li>• Consultative and collaborative working within the Corporate Services Team</li> <li>• Adaptable, self-directing, inclusive, respectful, ethical, accountable and discrete</li> <li>• Commitment to a learning culture and ongoing professional development</li> </ul>
<b>KEY RESULT AREAS - Role and responsibilities</b>	
<b>Executive Support:</b>	<ul style="list-style-type: none"> <li>• Manage the communication flow into and out of the CEO's diary including email management, telephone calls and visitors</li> <li>• Help prepare and coordinate presentations, reports, strategic projects, briefing papers, meetings and travel</li> <li>• Provide general administrative support to the Board as required</li> <li>• Coordination and preparation of Board meeting agendas, papers, minutes and distribution of documentation to Board Members</li> <li>• Maintain EMT and CEO task lists and provide follow-up on action items or deadlines</li> <li>• Filing, organising and proactively drafting correspondence to maximise EMT's time and productivity</li> <li>• Provide support to the other Executive Managers as required</li> </ul>
<b>Broader Office Support:</b>	<ul style="list-style-type: none"> <li>• Establish and maintain files and documents pertinent to the EMT and Board</li> <li>• Secretariat support for meetings chaired by the EMT and Executive Managers</li> <li>• Provide AGM advice, secretariat support and coordination to the Board, EMT and administration staff as required</li> <li>• Knowledge of the BYS Constitution and Governance policies</li> </ul>
<b>People, Culture, Safety:</b>	<ul style="list-style-type: none"> <li>• Participate in training and professional development opportunities</li> <li>• Participate in annual performance appraisals</li> <li>• Protect and promote the rights of children and young people, including making decisions compatible with the <i>Human Rights Act 2019</i>; and responding to and reporting suspicions and disclosures of abuse or harm</li> <li>• Employees must ensure a healthy and safe workplace for all by adhering to BYS  <a href="#">Work Health and Safety Policy</a>, Procedures and Practices</li> </ul>
<b>Administration:</b>	<ul style="list-style-type: none"> <li>• Maintain accurate and timely records</li> <li>• Maintain mandatory reporting in collaboration with the EMT</li> <li>• Undertake any other tasks as required</li> </ul>

*The changing demands of BYS's organisation requires it to have reasonable flexibility in stipulating the duties that you will undertake from time to time. You will be required to perform any other duties for which you have the appropriate skill and/or training which are assigned to you by BYS, and these responsibilities do not limit what may be reasonably be requested of an employee during their employment.*

## How to Apply

Thank you for taking the time to review this position and for considering working with Brisbane Youth Service.

To apply, please email your (1) Cover letter addressing the selection criteria along with your (2) CV to **Mel Bradford, HR Manager**, at [hr@brisyouth.org](mailto:hr@brisyouth.org).

Applications for this position close **11:59pm Sunday, 31 July 2022**.

Applications will be reviewed and shortlisted as they are submitted. Interviews will take place progressively for successfully shortlisted applicants.

We look forward to hearing from you!



Join Brisbane Youth Service  
to **make a difference**  
in the lives of vulnerable young  
people and their families.

