

## EXECUTIVE SUPPORT OFFICER

<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>	Youth Support Centre, Fortitude Valley and/or other BYS offices		
<b>Reporting Relationships:</b>	Reports to the Senior Executive Support officer Supports the Executive Management Team [EMT]		
<b>Qualifying Period:</b>	6 months		
<b>Primary Purpose of Position:</b>	<p>This is a key position supporting the Corporate Services Director [CSD], Service Delivery Director [SDD], People and Culture Director [PCD] and is responsible for providing project coordination, administrative support, and managing schedules and communication.</p> <p>With a primary responsibility of supporting the EMT assuring organisational goals and objectives are accomplished, and operations run efficiently.</p>		
<b>In addition to submitting a resume or CV applicants must address the selection criteria [below] in their cover letter to be considered for shortlisting</b>			
<b>Selection Criteria:</b>	<ol style="list-style-type: none"> <li>1. Understanding of and commitment to BYS vision and values</li> <li>2. At least five [5] years' experience in a similar role with a demonstrated level of success in providing support at the executive level</li> <li>3. Highly organised with demonstrated ability to prioritise, meet deadlines, multi-task, and work well under pressure whilst maintaining confidentiality</li> <li>4. Technology savvy with experience working across the Microsoft Office Suite</li> <li>5. Excellent interpersonal and communication skills [written and verbal] with experience managing communications and schedules at the executive level</li> <li>6. 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 tertiary or formal qualification in business, administration or communications, or substantial demonstrated experience in a related field</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>• National Police Check Clearance</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]; and COVID-19</li> <li>• Two references, including most recent manager, if relevant</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>• 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> </ul>		

	<ul style="list-style-type: none"> <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 and other events as required</li> <li>Act as a 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 and ability to stay calm under pressure</li> <li>Consultative and collaborative working attitude</li> <li>Flexible, initiative, collaborative, inclusive, respectful, ethical, accountable, adaptable, self-directing and discrete</li> <li>Commitment to a learning culture and ongoing professional development</li> </ul>
<b>Role and responsibilities</b>	
<b>Executive Support:</b>	<ul style="list-style-type: none"> <li>Manage the communication flow into and out of the SDD's, CSD and PCD 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>Maintain SDD task lists and provide follow-up on action items or deadlines</li> <li>Filing, organising and proactively drafting correspondence to maximise EMT time and productivity</li> <li>Provide general administrative support to the EMT and Service Delivery Senior 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 SDD</li> <li>Secretariat support for meetings chaired by the EMT</li> <li>Provide support to the EMT, Board, 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>Contribute to a culture of respect, optimism, accountability and resilience in line with organisational values</li> <li>Participate in regular supervision with the SDD</li> <li>Participate as a collaborative and supportive team member, contributing to the overall effectiveness of the team and outcomes for young people</li> <li>Model ethical behaviours in line with the BYS Code of Conduct and consistently apply ethical standards to self and others</li> <li>Participate in all-staff days, executive and organisational planning and identify and participate in training and professional development opportunities</li> <li>Protect and promote the rights of children and young people, including making decisions compatible with the Human Rights Act 2019; and responding to and reporting suspicions and disclosures of abuse or harm</li> <li>Ensure a healthy and safe workplace for all by adhering to BYS Work Health, Safety and Wellbeing Policy, Procedures and Practices</li> <li>Actively participate to deliver the BYS Reconciliation Action Plan [RAP] initiatives and measurable actions that support First Nations equality across our organisation and services</li> </ul>
<b>Administration:</b>	<ul style="list-style-type: none"> <li>Undertake all administrative functions relating to the role and ensure accurate and timely records are created and maintained in accordance with relevant legislation and BYS policies</li> <li>Submit timesheets and leave requests accurately and on time on a fortnightly basis, in accordance with relevant legislation and organisational policy and procedure</li> <li>Collect and maintain accurate, timely data and contribute to organisation-wide monitoring, evaluation and learning activities</li> </ul>

	<ul style="list-style-type: none"> <li>• Undertake any other duties or tasks as required</li> </ul>
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*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 requested of an employee during the course of their employment.*

*As the successful applicant, you are required to sign and date this Position Description to demonstrate your commitment to fulfill this role in accordance with the key result areas outlined above.*

<b>Employee Name:</b>		<b>Signature:</b>		<b>Date:</b>	
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