



POSITION DESCRIPTION

POSITION TITLE: Executive Assistant	CLASSIFICATION LEVEL: Bond Level 3
SCHOOL/OFFICE: Information Technology Services (ITS)	DATE POSITION CLASSIFIED: April 2018

PURPOSE OF THE POSITION:

The Executive Assistant is required to assist the Director, Information Technology Services with complex duties and sensitive information as well as ensure the smooth-running of the ITS office, working both on a one-to-one basis with Executives, but also on a wider basis with internal and external clients.

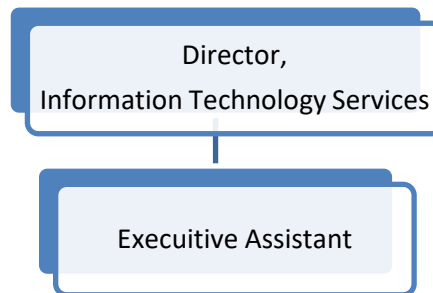
This role entails:

- Acting as the point of contact between the Director and internal or external colleagues
- Providing proactive and comprehensive administrative support to the Director and ITS management team
- Handling correspondence directed to the Director or ITS Managers
- Organising meetings and meeting rooms when required including technical requirements, food & beverage and other necessary resources
- Recording minutes and action items in meetings and writing them up and distributing
- Prepare and organise reports, letters, presentations and other documents that will be used by the Director or other ITS Managers
- Organise expenses and office administration including credit card reconciliation, seeking approvals and ensuring on-time payment of relevant expenses, ensuring forms and other requisitions are duly authorised
- Coordinate events such as manager meetings, University presentations, functions and other in-house events
- Maintain current filing and other systems and looking for ways to improve current systems and processes in use within ITS
- Provide oversight on internal office projects

The incumbent is required to have established professional judgment skills and the ability to be an effective public interface for the Department of Information Technology Services (ITS) and the University. Operating with a high degree of independence in a fast-paced environment, the Executive Assistant is required to be exceedingly well organised, flexible, proactive, resourceful and be sensitive to the required level of discretion in the handling of confidential information and dealing with internal and external stakeholders.

REPORTING RELATIONSHIP:

The incumbent will report directly to the Director of Information Technology Services.



SELECTION CRITERIA

- Education, training and/or relevant experience equivalent to the completion of an associate diploma level qualification in conjunction with relevant work experience
- Demonstrated organised approach to work, with attention to detail in matters such as document handling, filing, including the ability to set objectives, and meet deadlines with minimal supervision
- Excellent time management skills with the ability to multitask and prioritise tasks
- Demonstrated ability and commitment to the provision of excellent customer service including high level interpersonal and communication skills to liaise effectively with staff at all levels within ITS, the University, students and external organisations
- Excellent interpersonal and communication skills that facilitate effective and professional communication with persons from varied cultural backgrounds and perspectives
- Excellent verbal and written communication skills including the ability to draft routine correspondence, meeting agendas and minutes, and presentations
- Professional discretion and a strong understanding of professional confidentiality
- Demonstrated superior judgment and responsible decision-making skills
- Advanced computer software skills including MS Office with the ability to grasp the latest technology and learn other applications
- Accountancy knowledge

DESIRABLE CRITERIA

- Previous experience in a tertiary environment
- Competency in the use of Finance One and Student One or a comparable system
- Education and training in an Executive Administrative support role
- Knowledge and understanding, or capacity to rapidly acquire knowledge of Bond University policy and practices

COMPETENCY	RESPONSIBILITY	PERFORMANCE INDICATORS
<p>Executive Support to the Director of ITS</p> <p>Goal:</p> <p>To provide high level comprehensive secretarial, administrative and organisational support to the Director of ITS.</p> <p>To establish professional judgment skills and the ability to be an effective public interface for the department of ITS and University.</p>	<ul style="list-style-type: none"> • Maintain an efficient and well organised office for the Director of ITS where confidentiality, responsiveness and flexibility are essential. • Maintain effective communication channels and information management through extensive and effective working relationships with the Director of ITS' office and the wider University community. • Manage the Director of ITS' appointment diary to accommodate meetings both on and off campus, tasks, follow-up systems and service meeting preparation • Resolve emergent issues with a high degree of discretion and independence. • Assess incoming correspondence and communication, prepare draft responses, collate background information and refer to relevant staff for action or advice. • Organise and provide administrative support for a variety of meetings including the assistance in preparation of reports and presentations and circulation of appropriate documentation, minute-taking and follow-up action. • Attend to routine matters during the Director of ITS' absence as authorised, raising any matters with the ITS Team Leaders and Supervisors, as necessary. • Utilise information technology skills with all the Microsoft Office suite, email and internet applications to produce high quality presentations and reports. 	<p>Commitment to applying relevant and applicable policies, procedures and legislation in the day-to-day performance of the functions of this position.</p> <p>Promote team cohesion and establish a positive and professional image of the department of ITS to all stakeholders, including a highly responsive customer service orientation.</p> <p>Prioritise and manage a complex arrangement of commitments, maximising time management to achieve optimal output.</p> <p>Display integrity, diplomacy and sensitivity.</p> <p>All correspondence is efficiently screened, prioritised and either re-directed or appropriate response drafted. Operate independently within the framework and guidelines established by the Director of ITS.</p> <p>Agenda and minutes are efficiently distributed, with follow-up actions implemented in a timely manner. Efficient electronic and paper record management implemented for all committee work.</p> <p>Exercise initiative and professional judgment and to ensure the maintenance of the smooth running of the Director of ITS' office during absences.</p> <p>Maintain consistently high standards.</p> <p>Ensure all necessary leave, insurance and financial</p>

COMPETENCY	RESPONSIBILITY	PERFORMANCE INDICATORS
	<ul style="list-style-type: none"> • Organise local, domestic, international travel arrangements, visas, accommodation and airport transfers for conferences and meetings. • Manage and arrange venues, catering, computer equipment and general material requirements for identified events and activities. • Performance of other duties as assigned by the Director of ITS. 	<p>paperwork actioned prior to departure. Implement and process post-travel paperwork within two weeks of return.</p> <p>Confirmation of bookings and requirements in a timely manner.</p> <p>As required.</p>
<p>HR Responsibilities</p> <p>Goal:</p> <p>To provide effective, efficient, and confidential HR administrative support to Executive and General staff of the ITS department.</p>	<ul style="list-style-type: none"> • Process HR & Payroll paperwork in relation to staffing, including contract variations, probation period reviews, applications for leave, weekly timesheets, etc. • Arrange and coordinate recruitment tasks for ITS positions, including position advertisements, interviews, contract requests, staff inductions, etc • Coordinate paperwork for Professional Development Reviews (PDRs) for ITS staff. • As the HR Representative for the department, provide HR support and advice for the ITS Director, Managers and general ITS staff on HR matters, liaising with Central HR as required. • Represent the ITS department at University HR Meetings and maintain up-to-date knowledge of University HR policies. • Maintain confidential HR staff records • Take reasonable care to ensure personal safety and health at work and that of other persons in the work place. • Safety Support Officer, coordination of WHS 	<p>Paperwork processed according to University requirements.</p> <p>Recruitment procedures are processed according to University requirements.</p> <p>PDR paperwork is carried out effectively and efficiently, according to University policies.</p> <p>HR functions are carried out according to University policies with a high level of discretion, maturity, diplomacy, and judgement.</p> <p>Attend all HR Representative Meetings and relevant HR training.</p> <p>Records are accurate and up-to-date.</p> <p>Maintain working knowledge of Occupational Health & Safety matters as they relate to University practices and policies. Report all accidents, incidents and hazardous</p>

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	<p>requirements for Emergency Officers and First Aid Officers.</p>	<p>situations arising in the course of work.</p>
<p>Financial Responsibilities</p> <p>Goal:</p> <p>To provide effective administrative finance support and carry out financial duties of the department.</p>	<ul style="list-style-type: none"> • Create and process Purchase Orders for ITS. • Process payments of Purchase Orders for ITS. • Maintain filing system of financial transactions • Use the corporate credit card for travel, accommodation, conference registration, membership subscriptions, and other purchases as required. • Process end-of-month credit card reports and related credit card procedures for Central Finances. • Perform financial processing functions, including expense claims for domestic and international travel, purchase of equipment, supplies and amenities, and coordinate such requirements with appropriate University elements. • Assist ITS management staff in budget preparation and control, as required by the Director of ITS. 	<p>Process transactions in accordance with relevant University policy and procedures with 95% accuracy.</p> <p>Records are accurate and up-to-date.</p> <p>Manage corporate credit card account effectively.</p> <p>Paperwork processed according to University requirements.</p> <p>Process transactions in accordance with relevant University policy and procedures with 95% accuracy.</p> <p>Provision of ITS budget updates and financial reports, as required.</p>
<p>Understanding of Quality Assurance</p>	<ul style="list-style-type: none"> ▪ Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. ▪ Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes. 	

COMPETENCY	RESPONSIBILITY	PERFORMANCE INDICATORS
Understanding of Cultural Sensitivity	<ul style="list-style-type: none"> • Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. • Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills. 	
Understanding of WHS Responsibilities	<ul style="list-style-type: none"> • Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area. • All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame. • Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable). 	

Note – the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.