| | |
|---|---|
| **POSITION TITLE** | **Executive Assistant and Project Officer** |
| **JOB PROFILE ID** | **EXS_HEO6_01_SJP** |
| **JOB CATEGORY** | **Professional** |
| **JOB FAMILY** | **Executive Support** |
| **COMPENSATION GRADE** | **HEO6** |
| **MANAGEMENT LEVEL** | **19 Individual Contributor** |

## POSITION DESCRIPTION SUMMARY

PRIMARY FUNCTION
Provides the full suite of professional executive support services in a timely and effective manner, ensuring the specific needs and day to day requirements of the office are managed in highly efficient and effective manner. As the first point of contact, this role requires extensive administrative and organisational skills in order to manage a high volume of activity as well as client service skills, tact and diplomacy. Key to the success of the incumbent is their ability to manage and prioritize matters brought to the School.

The ability to plan small projects and ensure deadlines are met is another a key skill for this role.

DECISION MAKING AND DELEGATIONS OF AUTHORITY
The Executive Assistant and Project Officer will exercise their experience in administrative practices and draw on their knowledge the School and Faculty issues to determine priorities related to the key accountabilities within the scope of the role. They will identify and discuss matters requiring the attention in a timely manner ensuring that all matters are dealt with effectively and efficiently. As an experienced professional, the incumbent will source sound recommendations and apply extensive professional know-how to achieve their work goals.

## KEY RELATIONSHIPS

| Relationships | Position Title |
|---|---|
| Supervisor | 0114500 School Manager - Mr Kevin Doan |
| Direct Reports | |
| Peer Relationships | Refer to the organisational charts in Workday to view peer relationships relevant to your role. Please Note- This option is only available to University staff. |

THE UNIVERSITY OF SYDNEY

# RESPONSIBILITY DESCRIPTION

Provides broad, high level professional executive support to the  and effectively manages the general day to day office operations and administration activity.
Provides diary management.
Provides professional executive support and administration services ensuring highly proficient coordination and execution of critical activities and tasks.
Ensures that matters are handled professionally, with finesse, and are well-researched.
Responds to inquiries in person, by phone and email to parties internal and external to the University. Ascertains the type and level of response required, deploying discretion, empathy and exercising a sound knowledge of the School's key priorities.
Drafts and reviews correspondence and ensures that all papers for meetings are collated and made available in good time. Ensures appropriate logistical arrangements such that meetings can be attended to on-time.
Manages complex and, often urgent, travel arrangements including itineraries for local, interstate and overseas travel, in compliance with University policies and procedures.

Builds and manages effective working rapport with key stakeholders and staff across the University and with external stakeholders.
Develops and maintains relationships with Senior Administrators, Heads of School and academic staff across the University; develops an understanding of the key priorities, escalating issues of concern and importance where required.
Develops and maintains relationships with key external stakeholders and ensures communications are dispersed in an appropriate manner ensuring confidentiality and quality of all correspondences.

Provides project officer support for delivery of school projects.
Manages the gathering and preparation of project data, information, analysis and reporting to support project organisation and establishment.
Maintains and develops project planning material for a dedicated project, preparing project charters, status reports, documenting timelines, preparing charts, tracking activity, monitoring budgets and highlighting milestones as required.
Monitors project activity and the quality and timeliness of deliverables against project objectives and implements changes to ensure ongoing achievement of milestones and deliverables.
Coordinates the logistics for the project, including scheduling meetings, coordinating attendees, planning of events and meetings in various locations, and sourcing appropriate venues.

Provides School-specific administration services and support.
Builds and maintains a general knowledge of services offered to staff and students by the School, the Faculty and the University to inform prioritization of queries, diary requests and meetings.
Builds and maintains a comprehensive knowledge of the formal decision-making and approval process with the School, Faculty and University.
Builds and maintains an up-to-date understanding of the projects, initiatives and timing of School activities to inform triage of requests for information and action.

Manages the general day to day operations and administration activities for the School.
Determines the operational significance of incoming inquiries and correspondence and identifies the critical arising action; obtains additional information where needed and highlights any issues before allocating to a specialist as necessary.
Arranges meetings  and ensures that all papers for meetings are collated and made available in good time ensuring logistical arrangements are made. Coordinates execution for small events and/or catered meetings, when relevant.
Reviews and maintains distribution lists, affiliate databases to ensure these are kept up to date.
Ensures documentation and records for the School are files in accordance with the requirements of the School office.

Ensures quality application of, and compliance with, University administration policies and procedures.
Develops and maintains effective administrative systems and practices, including for general office support, document and records management, ensuring that all practices are compliant with the University's policies and procedures.
Applies all relevant administrative policies, processes and procedures, makes recommendations for improvements (if needed) and establishes and implements those improvements to streamline administration systems for the day-to-day diary management. Continually monitors the effectiveness and adjusts as required to meet the demands of the office.

Undertakes ad-hoc projects and other activities.
Performs work activities relevant to the role's key accountabilities as approved by the Manager and commensurate to the role's classification level.

## EDUCATION

| Education |
|---|
| Other - An equivalent combination of training and experience. |
| Tertiary qualifications - In a relevant field |

Only one Field of Study needs to apply. The Education requirements should be considered in conjunction with the Work Experience requirements.

## CERTIFICATIONS

| Certifications |
|---|
| Not applicable - specific certification requirements may apply to an individual positions under this job profile - No Issuer. |

## SKILLS

| Skills |
|---|
| Ability to work both independently and as part of a team, taking initiative and exercising sound judgement in resolving matters that may arise as part of normal daily work |
| Advanced computer skills, including Microsoft Office suite, with extensive diary management experience. |
| Excellent administrative, problem solving and analytic skills, coupled with a general understanding of the project life cycle, project documentation and monitoring, project standards and methodologies. |
| Excellent time and workload management skills with demonstrated ability to prioritise effectively, manage multiple tasks, meet deadlines and achieve required outcomes. |
| Well-developed negotiation, conflict resolution, relationship building and influencing skills ; ability to establish and maintain excellent working relationships. |

## WORK EXPERIENCE

| Work Experience |
|---|
| Excellent verbal and written communication skills, with experience in handling a wide range of enquiries and providing excellent customer service. |

## CAPABILITIES

| Priority Core Capability | Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert | Level |
|---|---|---|
| Collaborates with others | Builds networks, models collaboration and works effectively with others to encourage inclusivity and impact. | INT |
| Displays adaptability | Remains committed and persistent in the pursuit of goals, maintaining composure and professionalism, regardless of changing circumstances. | INT |
| Excels in discipline, field or profession | Strives to develop and improve own proficiency and profile in areas of focus, creating a positive impact for the University. | INT |
| Thinks and solves problems | Makes informed and considered decisions by thinking critically and comprehensively to progress and enhance outcomes for the University. | INT |

| Priority Professional Capability | Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert | Level |
|---|---|---|
| Delivers service excellence | Understands customer needs and wants, both now and in the future, to agree, meet and manage service expectations and deliver an excellent service experience for University staff, students and the community. | INT |
| Drives effectiveness using digital technologies | Identifies, implements and uses new technology solutions in a secure manner to drive operational efficiency and effectiveness. | FOU |

| Priority Professional Capability | Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert | Level |
|---|---|---|
| Facilitates organisational readiness | Facilitates, encourages and sustains the acceptance and adoption of new strategies, technologies, and processes, supporting University staff to adapt and respond to change. | INT |
| Fosters strong partnerships | Develops, sustains and strengthens internal and external relationships for the betterment of the University. | INT |
| Negotiates effectively | Understands own and others needs to communicate professionally and openly, making appropriate trade-offs to reach optimal outcomes for the University | INT |
| Thinks and acts strategically | Understands the bigger picture and thinks conceptually and practically when making decisions and solving problems, aligning solutions with the University's strategic direction. | INT |

| Core Capability | Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert | Level |
|---|---|---|
| Acts responsibly | Understands constraints and works to optimise value for the University by balancing safety, sustainability, risk, opportunity, and finite resources to deliver, directly or indirectly, on the objectives of the University. | INT |
| Acts with courage, respect and integrity | Acts with honesty, demonstrating ethical and professional behaviour, with the courage to speak up for respect and integrity. | INT |
| Communicates with impact | Interacts with others clearly and effectively, using respectful verbal and non-verbal communication for the benefit of our students, staff and the communities we serve | INT |
| Displays cross-cultural understanding | Collaborates in an inclusive way demonstrating an understanding of cultural differences and how our views can shape the way we operate. | INT |
| Responds to changing contexts | Anticipates and monitors demand and develops considered responses to continually improve student, staff and community outcomes | INT |
| Strives to learn | Exhibits a commitment to continuously learn, having the courage to embrace new practices, behaviours and mindsets and be open to new ideas and perspective. | INT |
| Takes accountability | Takes accountability for own actions and contributes to an inclusive, psychologically safe and high performance culture where people are inspired to thrive and realise their potential. | INT |
| Takes action | Takes initiative, achieving results through a commitment to excellence and quality outcomes for the University, Australia and the wider world. | INT |