

Executive Administrator

Work Unit	Program Delivery/Program Development & Evaluation
Classification Level	3
Employment type	Continuing, Full time
Work location	Melbourne
Reporting line	Senior Executive Administrator
Supervisory Responsibilities	Nil
Date document created or updated	23/01/2017

Position purpose

The Executive Administrator is responsible for the provision of support to two Executive Managers and for the coordination of executive administration in other areas or project activities as required.

Organisational context

Our purpose is to prevent harm from alcohol and other drugs across Australia.

Celebrating nearly 60 years of service to the community, the Alcohol and Drug Foundation (ADF), formerly the Australian Drug Foundation, is Australia's leading body committed to preventing alcohol and other drug harms in communities around the nation.

The organisation's work reaches millions of people in local communities through sporting clubs, workplaces, health care settings and schools, offering educational information, drug and alcohol prevention programs and advocating for strong and healthy communities. The ADF is proudly independent and not-for-profit.

Our services and programs include:

- Alcohol and drug information
- Community programs
- Workplace services
- Policy and advocacy

How we work is defined by our four values - **Collaboration, Adaptability, Courage and Impact** and these are underpinned by a commitment to good governance.

For further information, please go to our website: <http://www.adf.org.au/>

Key Relationships

Internal Relationships:

- Senior Executive Administrator
- Executive Team
- Administration Team
- Internal Staff

External Relationships:

- Other NGO heads and their EAs
- Partners (university, health agencies, government departments)
- Ministers, Members of Parliament and Ministerial advisors
- External suppliers

Responsibilities

Executive Support to the Executive Team

- Manage the diaries of two members of the Executive to resolve any conflicts and exercising judgement on priorities;
- Proactively monitor meeting attendance of the Executive, chasing and flagging issues as appropriate;
- Anticipate and make available information and documents required by the Executive to facilitate efficient and effective meetings and events;
- Extensive diary management
- Take responsibility for following up on meeting actions requiring completion by relevant Executive;
- Manage communications on behalf of the Executive – monitoring incoming emails, post and telephone calls and voicemails to ensure appropriate action is taken – either personally if appropriate or escalating/prompting;
- Manage travel bookings for relevant employees across the organisation as part of the Travel Team;
- Assist in building strong and highly professional relationships with key clients and stakeholders in the conduct of ADF's business activities; and
- Reconcile and collate credit card and expenses of the Executive ensuring compliance with the ADF's processes.

Project and Program Support

- Provide administrative support for Program Delivery and Project Development & Evaluation activities and projects
- Create and update documents and presentations
- Undertake research and produce required reports

- Actively participate in continuous improvement of systems, procedures, organisational culture and cross organisational communication and activities

Office Administration and Support

- Support administrative processes across the organisation to ensure efficiency and consistency of support;
- Facilitate any training on administrative and office processes as required; and
- Provide relief support for the Reception desk as required.

Capability Profile

Formal Education

- Relevant qualification and at least 5 years in an executive support/administration role.
- Experience in project coordination would be considered desirable.

Skills and Knowledge

- Demonstrated experience in supporting two executive managers in a busy workplace environment.
- Strong organisation and administrative skills with the ability to multi-task, effectively prioritise, and work to deadlines.
- Systematic approach with a high attention to detail.
- Well-developed communication and interpersonal skills with a focus on providing excellent customer service.
- Integrity and professionalism in dealing with confidential information.
- Self-motivation and the ability to demonstrate your initiative.
- Confidence to engage with people at all levels, provide support and manage expectations.
- Ability to work independently and as part of a team, demonstrating initiative where required.
- Demonstrated understanding and knowledge of Microsoft Office suite with excellent computer literacy skills.
- Flexible and adaptable in a changing and growing workplace environment.
- The ability to attend meetings outside of standard working hours may be required from time to time.

Key Competencies (See table below)

Competency	Definition	Importance
Build and Maintain Relationships	Able to establish and maintain relationships with people at all levels. Values and protects effective relationships with employees, customers and suppliers, as appropriate. Builds harmonious and positive alliances with relevant professional contacts.	Essential
Planning and Organising	Persuades, convinces and negotiates to gain acceptance of ideas and/or courses of action.	Essential
Communication	Sets action plans for work and organises time and resources as appropriate. Plans own work (and work of others if required) and establishes priorities, deadlines and objectives.	Essential
Influence and negotiation	Establishes open communication channels. Able to express own ideas and opinions in an appropriate manner. Receptive to others' communications.	Essential
Teamwork	Cooperates and works well with others in the pursuit of team goals. Shares information, supports others.	Essential
Customer focus	Understands and works to meet the needs and expectations of internal and/or external customers. Concerned to provide prompt, efficient and personalised service to clients. Willing to go out of his/her way to ensure that individual customer needs are met.	Essential
Results Orientation	Takes responsibility and accountability for generating work where necessary and achieving required actions and outcomes. Keen to complete tasks and see things through to the end.	Essential