



Queen's College
The University of Melbourne

POSITION DESCRIPTION: EXECUTIVE ASSISTANT

Position:	Executive Assistant
Department:	Master's Office
Position Status:	Full time/Ongoing
Reports to:	Master
Line Reports:	Receptionist
Date:	July 2017

INTRODUCTION

Queen's College was founded in 1887 as a residential college of the University of Melbourne under the auspices of the Uniting Church of Australia. It commenced as a male only college becoming co-educational in 1973 with the introduction of the first women undergraduates.

For over 125 years Queen's College has fostered a unique community where students come together to live and pursue their intellectual and personal growth in a caring and supportive environment.

Queen's College currently has 241 undergraduate students, 56 graduate students and 29 members of the Senior Common Room.

More information about Queen's is available on our website <http://www.queens.unimelb.edu.au>

POSITION SUMMARY

The Executive Assistant provides high level executive support to ensure that all administrative requirements related to the Master's activities are managed and coordinated in a highly professional, organised and timely manner. Executive support for the Master includes the management of phone calls, emails, correspondence and other communication, diary management, coordinating travel arrangements, writing minutes and reports and managing meeting documentation. In addition, the position is responsible for providing highly skilled administrative support for the Council and governance processes.

The Executive Assistant is also responsible for coordination of events for Queen's, particularly those where the Master is a key participant. Further, the position will manage public relations for the College including promotion of events, website content and the College's social media channels.

The position will establish and maintain a highly productive working relationship with the Master and the Senior Management Team and will provide highly professional liaison with all facets of the Queen's community. The Executive Assistant will be capable of using sound judgement to make appropriate decisions on behalf of the Master and the College and will be highly organised with excellent written and verbal communication skills. The position also provides effective line management for the Receptionist.

KEY RESPONSIBILITIES

Master's Executive Support

- Assist the Master to manage communication with the Master's office by responding to telephone enquiries, emails and face to face communication in a timely and professional manner, undertaking any follow-up action required and referring relevant communication and messages to the Master;
- Provide high level diary management involving considerable discretion in determining and prioritising of the Master's commitments;
- Coordinate local, interstate and international travel for the Master and other senior staff as required;
- Schedule and coordinate the arrangement of external meetings on behalf of the Master and anticipate, prepare and provide all documentation required by the Master for meetings;
- Coordinate communication from the Master's office to Council members and other key groups;
- Coordinate communication from the Master to staff including email updates and coordinate staff forums as required;
- Coordinate Senior Management meetings and other internal meetings involving the Master, taking minutes and coordinating follow up of actions;
- Draft, check and archive correspondence required by the Master;

Master's Office Administration

- Coordinate the preparation of all meeting documentation for Council and Council sub-committees, ensuring information and documentation is of high quality, appropriately collated and distributed within required timeframes;
- Take high quality minutes as required at Council and sub-committee meetings and ensure these are approved and distributed in a timely manner;
- Draft and edit a range of other documents, including reports and presentations;
- Ensure that internal processes are clear, consistent, and that appropriate records are maintained;
- Provide highly effective management of relationships with the Master's key contacts including staff, students, alumni, donors and key representatives of external organisations;
- Manage key database records relevant to the Master's Office.

Events and Public Relations

- Organise/coordinate lunches, small functions and large College-wide events under the responsibility of the Master's Office including guest lists, invitations, RSVPs, catering, and room, furniture and audio-visual requirements;
- Play a central role in coordination of other College-wide events where the Master is a key participant;
- Manage the PR/promotion for relevant College events to create awareness, maximise attendance and promote Queen's public profile;
- Attend selected events to support event management and build relationships with the Master's key contacts (note occasional after hours work may be required during the week and on weekends for functions);
- Maintain a database of key contacts for the College in consultation with the Senior Management Team;
- Manage the content of the College's website and social media with regard to any reference to governance and the Master.

General

- Represent Queen's in developing and sustaining positive relationships with external suppliers, contractors, and other relevant organisations;
- Provide quality leadership and management for line reports through appropriate delegation, consultation, supervision, support and development of staff;
- Ensure all work is in line with Queen's policies and procedures;
- Work in ways that support and uphold Queen's values;
- Participate in Annual Performance Review with the Master
- Other duties as directed by the Master

POSITION REQUIREMENTS (QUALIFICATIONS, SKILLS, KNOWLEDGE AND ATTRIBUTES)

Qualifications

- A relevant tertiary qualification and relevant experience

Attributes

- Professionalism, integrity, respectful, loyal, high level of discretion
- Sound judgement and a values-based approach
- Enthusiastic, self-motivated and outcome oriented
- Good attention to detail
- Highly collaborative and cooperative

Skills

- Excellent written and verbal communication, well developed negotiation skills and influencing skills, excellent writing skills
- Project management skills, time management/organisational skills,
- Problem solving skills,
- Highly developed computer skills, with high proficiency in Word, Powerpoint and Excel

Knowledge

- Highly developed knowledge of the workings of a CEO/Executive/Master's office;
- Knowledge of governance processes and Board/Council support requirements in small to medium organisations.

KEY SELECTION CRITERIA

Essential

- A relevant tertiary qualification and relevant experience
- Significant and proven experience as a successful administrator in a complex organisation
- Demonstrated ability to use judgement to make sound decisions and work with a high degree of discretion, tact and diplomacy
- High level of proficiency in a range of computer programs particularly Word, Excel, Outlook and Powerpoint and well developed skills in online applications and appointment systems
- Proficiency in utilising other information technology and the ability to embrace new technology as introduced by the College
- Excellent writing skills and written and verbal communication, well developed negotiation and influencing skills and demonstrated ability to build effective relationships with a range of contacts and stakeholders
- Demonstrated ability to initiate, plan and organise with strong attention to detail
- Demonstrated ability to manage a number of priority tasks with minimal supervision and meet deadlines in a timely and accurate manner
- A capacity for self-motivation, to work effectively as a team member and to contribute to the organisational development of the College
- An interest in and desire to contribute to the vision, values and strategies of the College.

Desirable

- Experience working in education or not-for-profit environments

ADDITIONAL INFORMATION

1. Queen's is an equal opportunity employer.
2. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.
3. This position is based at 1-7 College Crescent, Parkville.
4. Employment is subject to the satisfactory completion of a Police Record Check and where required Working with Children Check.
5. In the context of occupational health and safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

RELATIONSHIP TO PERFORMANCE DEVELOPMENT AND REVIEW PLAN

This position description operates in conjunction with and forms part of the relevant individual Performance Development Review Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

OUR MISSION

The mission of Queen's College is to: provide a positive and stimulating environment for students to pursue their studies at university; and to support and encourage students' academic work and personal development through a wide range of activities that enable them to excel and inspire in a rapidly changing and globalised world.

OUR VISION

The vision of Queen's College is to: be a vibrant and supportive academic residential community, a place which fosters life-long learning and fellowship.

OUR VALUES

- a strong sense of community, embracing diversity and practising inclusiveness;
- our heritage as a liberal institution with a Christian ethos;
- respect and support for the needs and rights of others;
- the importance of learning as a holistic experience encompassing mind, body and spirit, and also encouraging intellectual enquiry;
- striving for excellence in academic and other pursuits;
- service to the wider community and concern for the future of the environment in which we live.

SIGNATURES

I have read, understood and accept the above position description

Name:

Signature:

Date:

Authorised Manager Name:

Authorised Manager Signature:

Date:

DOCUMENT REVIEW DETAILS

Version Number:

Date Reviewed:

Date New Version Approved: