


Executive Assistant – CEO

Department:	Corporate Services
Location:	Cairns
Position type:	Full time
Classification:	Level 7
Reports to:	Chief Executive Officer
Direct reports:	Nil

Our values

	Values statements	Core commitments
 Collaboration	We connect co-operatively across boundaries to share ideas and achieve our goals together. 'We work together'	I will work co-operatively across teams to achieve outcomes. I will connect with others to build trusting relationships. I will share ideas, knowledge, and resources.
 Leadership	We are empowered, inspired, and will step up to create a better future. 'We are all leaders'	I will role-model positive behaviours. I will create opportunities to have a positive impact. I will take responsibility for contributing to NQPHN's culture and success.
 Integrity	We hold ourselves to the highest standards of ethics and professionalism. 'We do the right thing'	I will be consistently ethical and trustworthy. I will display high levels of professionalism at all times. I will represent NQPHN with pride.
 Accountability	We own our actions, follow through on our promises, and live our values. 'We do what we say'	I will follow through on my commitments. I will take ownership of my work and performance. I will be transparent and forthcoming with information.
 Respect	We hear, acknowledge, and value all people and voices, finding unity in our diversity. 'We are considerate'	I will actively seek out and value different perspectives. I will treat all people with appreciation, dignity, and courtesy. I will be culturally informed and sensitive.



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.





Role summary

The Executive Assistant – CEO is responsible for proactively managing all administrative functions for the CEO, including effective diary management, meeting secretariat functions, monitoring, triage, and prioritisation of email correspondence, financial administration, and records management.

Key responsibilities

Role-specific

- Provide professional and confidential executive and administrative support to the Chief Executive Officer.
- Provide effective diary management and email triage for the CEO.
- Support stakeholder engagement by responding to meeting requests, scheduling meetings, and preparing and collating meeting materials.
- Liaise with internal and external stakeholders and ensure all relevant requests and correspondence are actioned in a timely manner. Where required, proactively escalate matters for the attention of the CEO.
- Provide secretarial support to internal and external meetings as required, including developing Terms of Reference, developing work plans, preparing agendas, taking accurate and professional minutes, and proactively managing action registers.
- As part of the Strategic Operations Team, support the preparation of high-quality and timely briefings, reports, plans, correspondence, and other written materials for the NQPHN Board, Department of Health, political representatives, and stakeholders.
- As part of the Strategic Operations Team, support the preparation of reporting against the Operational Plan, Strategic Plan, and PHN Program Performance and Quality Framework.
- Champion the application of the NQPHN Style Guide and support the team with the proofing and formatting of documents.
- Undertake routine financial administrative tasks including processing of invoices, reconciliation of credit cards, and contract administration activities in line with the Delegations Matrix.
- Assist with and/or undertake discrete projects, including developing project plans and providing project status reports.
- Actively contribute to a process of continuous quality improvement.
- As part of the Business Administration Team, contribute to the shared management of administrative functions of the organisation, including reception, travel booking support, and monitoring of generic inboxes.
- Maintain electronic records in a systematic, confidential, and secure manner.
- Maintain discretion and confidentiality with regard to sensitive information dealt with by the CEO, Executive Team, and Board.

Organisation-wide

- Committed to “One PHN” and working collaboratively and engaging purposefully across the Organisation, including the offices, teams, and functions.
- Ensure “best practice” processes across all areas of responsibilities.
- Comply with the Organisation’s policies and procedures.

- Ensure the safety of yourself and others in line with the organisation’s Workplace Health and Safety policies and procedures and the Workplace Health and Safety Act 2011.
- Perform other duties reasonably required, as directed.

Key selection criteria

- Tertiary qualifications in Administration or similar and/or 4 years relevant work experience in a similar role.
- Excellent interpersonal and written communication skills, with demonstrated experience in creating agendas, minutes, reports, correspondence, and project documentation to a professional standard.
- Well-developed organisational and problem-solving skills, and specifically the ability to work collaboratively with others to effectively problem-solve.
- Experience in preparing reports for Boards and/or government.
- Experience in providing high quality secretariat support to committees.
- Demonstrated ability to plan, meet deadlines and prioritise complex workloads while working autonomously, and to be flexible in a changing teamwork environment.
- A high level of attention to detail and time management skills and applications.
- Demonstrated experience in the application of the Microsoft Office Suite and the ability to become proficient in other software programs as required.

Other requirements

- Current Drivers Licence.
- Provide a National Police Check less than three months old.
- Be able to meet the requirements of a Working with Children (Blue Card) Qld (if required).

Capability Framework

NQPHN has a Capability Framework in place. This role has the following core competencies and expected levels.

Core competency	Standard
Teamwork and team leadership	<ul style="list-style-type: none"> • Supports others in taking independent action. • Resolves issues that occur with minimal direction. • Invites and builds upon the ideas of others. • Assumes additional responsibilities to facilitate the achievement of team goals. • Actively shares knowledge among peers or offers advice to less experienced colleagues. • Effectively transfers acquired knowledge and expertise. • Demonstrates initiative in professional self-development.
Resource management	<ul style="list-style-type: none"> • Manages the allocation of resources in relation to business needs.

Core competency	Standard
	<ul style="list-style-type: none"> • Manages the work plan, sets timelines and milestones, and involves stakeholders to deliver on time. • Provides advice on procedures and the use of resources.
Flexibility and continuous improvement	<ul style="list-style-type: none"> • Anticipates having to adapt work methods to changing technology and environments. • Considers problems from all new perspectives and can expand on the thinking or solutions proposed by others. • Adapts to new ideas and initiatives relevant to own area of work. • Understands and promotes the Organisation's business needs and policies for introducing change. • Is able to present the Organisation's priorities as they relate to own area of work. • Explains and convinces others of the need for adaptation and change of policies, structures, and methods.
Stakeholder engagement and communications	<ul style="list-style-type: none"> • Writes information coming from multiple sources in a logical and comprehensive, yet concise manner. • Combines information from various sources in a concise and consistent manner. • Makes sound use of graphics and tables to effectively present numerical data. • Actively nurtures both formal and informal contacts to facilitate the progress of work by proactively sharing information, best practices, and respective interests and areas of expertise. • Identifies current or past contacts that can provide work-related information or assistance. • Fosters two-way trust in dealing with contacts (e.g., maintains confidentiality regarding sensitive information).
Quality management	<ul style="list-style-type: none"> • Gains an understanding of quality management systems, so effective feedback on limitations can be provided. • Utilises quality management systems provided by the PHN. • Provides feedback to line managers on utility of quality management systems.
Strategic thinking and innovation	<ul style="list-style-type: none"> • Provides a rationale for decisions, relating them to the overall goals. • Able to work on strategic activities within the team, either across the whole or within particular areas. • Actively contributes to strategic discussions. • Understands the Organisation's current and future role.

Core competency	Standard
	<ul style="list-style-type: none"> Looks for opportunities for business improvement.
Governance and risk	<ul style="list-style-type: none"> Ensures governance arrangements are being met. Constructs formal reporting structures that are appropriate for successful partnerships. Refers to key healthcare benchmarks in making recommendations. Has a working understanding of the legal governance of engagement with public and service users. Identifies and manages risk. Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety. Contributes to a safe workplace.
Project and program management	<ul style="list-style-type: none"> Ensures a clear project scope. Develops effective project plans and cost schedules. Calculates, relates, and responds to variances in schedules and costs. Ensures effective project reporting. Effectively manages project change using appropriate change control techniques. Able to identify major and minor tasks for projects using a broad range of complex and technical tools. Manages relationships of internal and external resources and interfaces with other groups. Can identify and mitigate variations, changes, and conflicts. Solves complex problems in own area even when not always clearly defined. Resolves problems that may impact upon wider team/overall objectives. Able to apply a broad range of complex, technical, or professional risk tools in a wide variety of projects.
Commissioning	<ul style="list-style-type: none"> Applies Commissioning guidelines and framework. Develops written, well-structured Commissioning that clearly sets out business requirements. Monitors Commissioning processes to ensure they are open, transparent, and effective. Understands and participates in the Commissioning process and ensures actions are in line with the framework.



This position description contains a limited summary of the most frequently occurring tasks and responsibilities. In practice the employee can and will be entrusted with various other tasks and responsibilities that may also be of vital importance to the performance of his or her duties. The employee will properly execute these tasks and responsibilities and will not limit themselves to invoke the tasks and responsibilities exclusively summarised in this position description.