

# POSITION DESCRIPTION

Position title: Executive and Team Support Officer

Reports to: Director Corporate Services

Date: December 2021

---

## Mental Health Australia Values

Mental Health Australia has endorsed the following principles. These serve as a guiding set of values informing all Mental Health Australia activities:

- Equity and social justice
- Inclusiveness and collaboration
- Integrity and diligence
- Responsiveness to need
- Tolerance and understanding of diversity
- Professional competence.

## Position Purpose

The Executive Assistant/Team Support Officer is responsible for providing:

1. High level support services to the Executive Team
2. Provide administration support, coordinate travel itineraries, and undertake a range of corporate service functions and activities to maintain and ensure the efficient running of the office
3. Provide meeting, event and administration support to each of the Program streams

## Position Responsibilities

### Executive Assistant

- Manage and maintain Executive business schedules, calendars and appointments
- Coordinate travel itineraries for the CEO and Directors, and if required other employees
- Arrange and coordinate Organizational meetings and events
- Monitor and track Organizational oral and written communications/presentations to determine market reach
- Assist Executive Team with their filing and retrieval of documents & reference materials in accordance with Mental Health Australia's records management system.



## Corporate Support

Undertake general administration duties to support the work of the Mental Health Australia office, including:

- Provide a professional first point of contact for incoming communications including phone calls, emails, invitations and general correspondence – and then either respond or distribute to the relevant individual or area
- Receive and interact with incoming visitors
- Prepare and post mail when required
- Order and maintain office consumables, including stationery, printing and kitchen supplies
- Assist with the management of office maintenance (e.g. equipment and building items) and the reporting of issues to Mental Health Australia's property manager or arrange assistance from external suppliers as necessary
- Assist with the design, implementation and maintenance of office processes, and contribute to the development and documentation of processes for the Corporate Services Manual.
- Assist with Credit Card Management processes
- File and retrieve documents and reference materials in accordance with Mental Health Australia's records management system.
- Responsible for the minutes taken during Mental Health Australia staff meetings, and the circulation thereof
- Responsible for being the CRM champion (currently Civi) and engaging and informing staff on this database
- Provide administrative support to other staff as necessary

## Team Support

Undertake a range of team support activities, including:

- Administrative and logistical support for the Members Policy Hubs – including assistance with the gathering together of experts with regards to specific topics and facilitating/co-ordinating meeting logistics such as zoom, venue hire, catering etc.
- Assist with organising, coordinating and finalising internal and external event logistics (egg. liaising with suppliers, venues, graphic designers, etc.)
- Assist with travel requirements when required
- Collate sitting fee forms and prepare documents for approval (includes entering data into spreadsheets and applying cost codes for budgeting purposes)

## Corporate Requirements

- Participate as an effective team member within Mental Health Australia, including assisting other team members when required
- Demonstrate a strong commitment to a quality culture, implementing standards of excellence and a continuous improvement business focus
- Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the organisation's Work Health and Safety Policy



- Reinforce and promote the principles of Equal Employment Opportunity and diversity in the workplace by ensuring that all employees and stakeholders are treated with dignity and respect
- Be conversant with policies and procedures relevant to this position and workplace
- Undertake other general duties as required.

## Skills, Knowledge and Experience

The candidate characteristics for this position include:

- At least 3-5 years' experience in providing EA/administrative support at a senior executive level
- Exceptional time management, organisational and administrative skills
- Strong computer skills in the use of Microsoft office products, including Word, Excel, Publisher
- Effective influencing skills, including the demonstrated ability to build positive relationships internally and externally
- Excellent reception skills and pleasant phone manner with an ability to remain calm and empathetic to difficult caller
- Excellent written and verbal communication skill, with a strong focus on attention to detail and accuracy
- Initiative, judgment and decision making ability
- Ability to work independently and as part of a team, in a consultative and inclusive manner
- Able to demonstrate values consistent with Mental Health Australia.

Highly desirable characteristics include:

- Qualifications in a relevant field (e.g. Certificate/Diploma in Office Administration)
- Minute taking experience
- Knowledge and experience in using an electronic records management system (egg. Content Manager/CiviCRM)
- Awareness of policies and issues relevant to mental health

