



POSITION DESCRIPTION – Executive Assistant	
Part 1 – Expectations for Your Role	
Position	Executive Assistant - Operations
Service / Program	Operations
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Level 3
Reports to	Executive Director - Operations
Effective Date	November 2025

Position Summary

The Executive Assistant will work in a diverse and dynamic environment and provide high level support to the Executive team member/s.

The Executive Assistant provides strategic management support, clerical and business assistance, along with guidance to support the Executive team member/s in the achievement of their strategic priorities, business goals and objectives.

Additionally, the Executive Assistant will provide administrative/executive support to other senior leaders within their directorate of remit to assist with strategic goals of the individual areas.

Key Deliverables

- Ensure the Executive Team member/s are effectively supported through the provision of high-level professional, efficient, and confidential administrative and executive support enabling them to focus on strategic and high-level responsibilities.
- Diary Management, including coordinating, managing and undertaking prioritisation of calendar to optimise Executive Team member's time.
- Assess and manage the flow of information, communications and access to the Executive Team member in line with identified and ordered relative priorities.
- Act as key liaison point between the Executive Team member's office and key internal and external stakeholders.
- Works as part of a collaborative team where the focus is on providing the highest quality service to our customers including assisting other Directors within the directorate of remit when required.
- Assist in the preparation, editing and distribution of high-level correspondence including but not limited to general communiques, reports, presentations, Board papers, Executive papers, minutes etc.
- Support initiatives from the Executive Team member/s and broader directorate/s to the organisation as required.
- Provide exceptional customer service to stakeholders by responding to requests in a positive, effective, timely and confidential manner.
- Provide secretariat support to committees/working groups within the Executive Team member's areas of responsibility including managing membership, scheduling meetings, agenda preparation, completion of minutes, and maintenance of action register and follow up of actions as required.
- Event coordination and support as and when required (Eg: Directorate events)
- Provide timely and efficient project support to assist the Executive Team member in management of specific projects within the Executive Team member's areas of responsibility.
- Identify projects or initiatives that enhance efficiencies, collaboration and cross functional teamwork.
- Co-ordinate projects in a professional manner that reflects positively on Each and the Executive Team member/s



- Build and maintain strong relationships in a polite and professional manner ensuring positive working relationships are developed with other direct reports of the Executive Team member's, members of the Executive team, internal and external stakeholders, other Executive Assistants & Executive Leadand members of the broader directorate.
- Manage travel and accommodation as required for the Executive team member/s and other members of the directorate as required.

Skills

- Demonstrated ability to maintain confidentiality, discretion and high levels of integrity always
- Excellent verbal, written and interpersonal communication skills, with the ability to adapt communication style and medium to suit message and audience
- Demonstrated project management skills
- Emotional intelligence, personal resilience and tenacity
- Demonstrated ability to work in a complex and dynamic environment in a calm and measured manner
- Exceptional ability to exercise sound judgement with political nous, discretion and diplomacy
- Confidence to work in a self-directed manner - with well-developed planning, organisational, multi-tasking and time management skills along with the ability to switch gears quickly without losing momentum

Experience and Knowledge

- Extensive experience providing high level administrative support to an executive level leader (at least 5 years)

Qualification/Registrations/Licences

- A qualification in a business administration, e.g. Advanced Diploma of Business (Administration) is highly regarded

Physical Requirements

- **Office Environment:** Sit for extended periods and use office equipment.
- **Data Entry:** Handle administrative tasks.
- **Office Mobility:** Move around the office and attend meetings.
- **Light Lifting:** Lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video.
- **Travel:** Travel locally to Each locations.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe



and supportive workplace for all. These considerations extend to all of our customers inclusive of priority populations.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications •

Relevant tertiary qualifications.

- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Compliance

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.