

ROLE PROFILE

Position title	Executive Assistant	Reporting to	Executive Officer
Department	Office of the CEO	Direct reports	Nil
Classification	Salary Band 6	Employment type	Permanent full time
Date	30 June 2024	Location	Brisbane

The Organisation

The Australian College of Rural and Remote Medicine Limited (ACRRM) is an accredited specialty medical college responsible for setting and maintaining professional standards for specialist general practitioners and rural generalists in Australia.

Nationally, ACRRM has more than 6,000 members, including Fellows, trainees and associate members, who live and work in rural, remote and First Nations communities across Australia. Members provide expert front line medical care in a diverse range of settings including general practices, hospitals, emergency departments, Aboriginal health services and other remote settings such as RFDS and the Australian Antarctic Division.

ACRRM's core business is training and assessing specialist general practitioners for a rural generalist scope of practice, setting clinical standards for rural generalist practice; and support and advocacy services for rural, remote and First Nations communities and the health teams that serve them. Its vision is "Healthy rural, remote and First Nations communities through excellence, social accountability and innovation".

The company's headquarters is located in Brisbane, Queensland although the majority of staff work flexibly from state, regional or rural locations across the country. ACRRM offices are also located in Adelaide, Perth, Bunbury, Bendigo, Wodonga, Rockhampton and Darwin.

Our Values

Optimism: We believe we can individually and collectively make a positive difference in the lives and wellbeing of others. We are curious, creative and constantly exploring new ways to achieve our goals. We celebrate success and share our ideas and experiences with others.

Conviction: We have a deep understanding of our obligation and opportunity to deliver the best possible response to the priority health needs and challenges of our rural, remote and First Nations communities. We work with, for, and as members of, the communities we serve.

Courage: We are prepared to speak out, challenge the status quo and embrace change. We are champions, supporters and guardians. We are comfortable with uncertainty. We humbly seek to understand our limits and to collaborate with others to ensure the best possible outcomes.

Inclusiveness: We are a friendly and welcoming Mob from across Australia and around the world, united by a shared vision. We take strength from our diversity and relationships. We listen, learn and care for each other with dignity and respect. We love to laugh and have fun, and to celebrate the joys in life and work.

Overview of position

The Executive Assistant is responsible for providing personal and confidential administrative and secretarial support to the Chief Executive Officer, President/Chair, executive staff, board and committees. The position is pivotal in providing business process assistance to the wider organisation and liaising with other major support roles including the Office of the CEO (OCEO) and Executive Leadership Team (ELT) to ensure the organisation's performance and culture is maintained consistently.

The main areas of responsibility of the role include:

- diary management, travel bookings and administrative support
- manage key administrative activities of the board or committees
- support the executive's direct reports to achieve operational and strategic outcomes
- supporting member and customer services
- leadership of minor projects, as required; and
- assist the wider administrative roles in the business, including reception overflow calls or relieving or backfilling other EA duties when requested.

Reporting relationships

The Executive Assistant reports to the Executive Officer of the Office of the CEO.

This role also requires interaction with internal and external stakeholders including:

Internal:

- ACRRM CEO and President/Chair of the Board
- ACRRM Executive Leadership Team
ACRRM staff
- ACRRM Board and committees
- Company Secretary

External:

- ACRRM members
- Regulators and Australian Medical Council
- State, Territory and National health stakeholders
- Governments and health departments

Duties and Responsibilities

The duties and responsibilities of the Executive Assistant are described below. These duties and responsibilities may be amended from time to time by the CEO.

Executive Assistant

- Provide comprehensive administrative services directly to the CEO and President/Chair of the Board, or other General Managers of the business
- Effective and efficient organisation of the CEO and other executives as specified
- Demonstrate initiative in meeting executive expectations and ensure an efficient and coordinated working environment
- Timely decision making and problem solving in administrative matters ensuring objectives and requirements are met
- Interpret and evaluate information, set priorities and monitor workflow

- Provide advice, briefings and reports within the scope of the role
- Manage the executives' communication with internal and external stakeholders
- Preparation and organisation of all aspects of the executive's meetings including booking of venues, catering, presentation of documentation and general diary management
- Screen and effectively manage incoming inquiries to the executives
- Undertake research, provide sound advice and appropriate reporting as requested.
- Expenditure reconciliation and corporate card management.

Committee secretariat support

- Provide executive support for the board and its standing committees
- Manage logistics and travel of board and committee members
- Perform secretarial duties for committees including:
 - preparing agendas, briefing, minutes and actions
 - collating and distributing briefing papers
 - coordinating meeting times and other tasks as required
 - maintaining document management system and attendance records
 - coordinating other events as requested
 - working with the chair to ensure compliance with company procedures and governance registers
- Liaise with ELT members in preparing and providing all relevant reports and documentation for the Board and committee, and circulating all relevant information for meetings; and
- Attend meetings as requested, including on weekends or in the evening from time to time.

Customer service and cross-functional collaboration

- Demonstrate high level of customer service to internal and external stakeholders
- Provide professional management of internal and external clients by responding to written and verbal inquiries in an efficient and effective manner
- Follow up on identified improvement actions arising from employee or management forums
- Foster a workplace environment that is consistent with ACRRM's organisational culture and values
- Maintain strong lines of communication, both formal and informal with the ELT, managers and key stakeholders to ensure the smooth operation of the organisation
- Support organisational change and growth as requested to assist ACRRM in fulfilling its corporate strategy
- Establish and maintain strong working relationships with key individuals and groups across ACRRM's stakeholder organisations, both internal and external
- Place a priority on effectively working with other teams within the college for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives and outcomes
- Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting; and
- Identify and develop communication opportunities with employees and stakeholders.

Key Competencies

Qualifications

- Business administration or project management qualifications

Skills and experience

- Extensive experience in senior executive support (minimum 5 years)
- Board or committee support experience (minimum 3 years)
- Experience working within a highly confidential environment
- Demonstrated ability to work as part of a high performing team
- Knowledge of the health sector and/or experience of rural, remote and First Nations communities (highly desirable); and
- Highly developed Microsoft Office and Zoom skills (Word, Excel, PowerPoint, SharePoint, Teams) and experience with customer relationship management systems (preferably Aptify).

Personal attributes

- Outstanding organisational skills including the ability to manage and prioritise multiple concurrent tasks, meet tight deadlines and work in an independent, flexible manner where required
- Exceptional interpersonal skills with the ability to develop and maintain positive working relationships with people at all levels within and outside the organisation
- Proven ability to acquire information and influence others with diplomacy, tact and discretion
- Ability to maintain and respect confidentiality of the highest order and a high level of integrity
- Strong commitment to providing excellent customer service
- Strong analytical and problem-solving skills including the ability to identify issues and develop solutions to business issues and improvements
- Enthusiasm, energy, inquisitiveness, initiative and innovative thinking.
- Strong attention to detail; and
- Excellent verbal, numerical and written communication skills.