



POSITION DESCRIPTION

STARTTS is committed to Equal Employment Opportunity (EEO) and anti-discrimination policies.

POSITION NUMBER: 1009

Date reviewed/created: March 2025

POSITION TITLE: Executive Support Administrative Officer

TEAM: Executive Support

LOCATION: Carramar

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Health Employees Agreement 2019".

CLASSIFICATION: Administrative Officer Level 6.

A generous salary packaging scheme is also offered.

VACCINATION REQUIREMENT: Category B

PERIOD OF APPRAISAL: Performance will be assessed within 3 months of commencement and a 6 month probationary/qualifying period will also apply.

Background to STARTTS

STARTTS is a state-wide service funded by the NSW Department of Health and Commonwealth Department of Health to provide high quality assessment, treatment and rehabilitation services to people living in NSW who have experienced organised violence or trauma associated with the refugee experience. STARTTS is an Affiliated Health Organisation (AHO), a Non-Government Organisation whose services are deemed to be part of the NSW public health system.

STARTTS' service provision philosophy is predicated on a bio-psycho-social framework that incorporates a large range of clinical and psycho-social interventions informed by the latest advances in neuroscience and evidence based practice in relevant fields. As such, STARTTS provides a broad range of services including assessment; counselling for all age groups; psychiatric assessment and interventions; family therapy; group interventions; body-focused interventions such as massage, physiotherapy, acupuncture and pain management groups; support groups; programs for children and youth; and various strategies to increase the capacity of support networks and refugee communities to sustain their members.

The focus of the STARTTS' approach is on building capacity and empowering people and communities to take control over their own lives, using a strengths-based approach and building on individual, family, community and cultural strengths.

Background to the Program Area of the Position

STARTTS has undergone substantial growth since becoming an Affiliated Health Organisation. This growth is likely to continue into the foreseeable future, given changes in arrival numbers and source countries, as well as program funding areas. Changes have included substantial increases in staff numbers (particularly in the Direct Services and Clinical areas), growth in the number of offices and teams, an increased presence in rural and regional areas, increased national and international commitments and evolving funding structures.

With this growth, there is an increasing demand on the Executive to effectively manage the organisation. Development and management of an appropriate executive support function for STARTTS and promotion of agency support structures is crucial to managing the work of an expanding organisation. These support mechanisms are essential for managing the expanding workforce and maintaining

operational efficiency. The Executive's ability to integrate a forward-looking strategy, alongside day-to-day operations, will be essential in navigating the complex landscape of changing program demands, multi-sector collaborations, and diverse funding streams. As the organisation continues to grow, the support and strategic capacity provided by this executive function will play a pivotal role in shaping the future direction of STARTTS.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: *Strategic Planning Project Officer*
2. Responsible for: *Nil*

ESSENTIAL REQUIREMENTS:

1. Demonstrated excellent administrative skills ensuring high levels of accuracy and attention to detail supporting senior management roles, including diary management, travel bookings and stakeholder liaison.
2. Well-developed organisational and time management skills, and ability to work with minimal supervision, meet deadlines and manage competing priorities using initiative when required.
3. Excellent computer skills with experience in Microsoft Office including Outlook, SharePoint, PowerPoint, Word, Excel, and project management tools such as Trello.
4. Demonstrated experience in managing paper based and electronic filing systems.
5. Proven project management skills within an administrative context.
6. Commitment to work outside of regular working hours as required.
7. Effective oral, written & interpersonal communication skills and proficiency in the use of Microsoft Office.
8. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.

Desirable Requirements:

1. Additional qualifications or certifications in project management or relevant fields.
2. Demonstrated interest in human rights and social justice issues.
3. Experience working in the Not-For-Profit sector.

*This position is not considered child-related employment and will require a National Police Check.

VACCINATION REQUIREMENTS

***This role is a Category B role.** While it is strongly recommended that **Category B** workers be vaccinated for COVID-19, influenza, and other transmissible diseases, it is not mandatory to have these vaccinations.

Should you be unable to comply with the vaccination recommendations before your commencement date, it will not affect your offer of employment.

BRIEF DESCRIPTION OF ROLE

The Executive Support Administrative Officer provides essential administrative and operational support to the Executive team. This highly collaborative role requires adaptability and a hands-on approach to ensure the smooth day-to-day functioning of the Executive Office while aligning with the organisation's strategic objectives.

A key responsibility of this role is to coordinate logistics, manage workflows, and act as a key liaison across teams to support executive functions effectively. The role also provides comprehensive administrative support, ensuring clear communication, maintaining a professional and organised administrative structure, and managing executive projects and organisational events in collaboration with the Executive Support and Communications Teams.

Additionally, this position plays a hands-on role in maintaining the CEO's office environment, assisting with meeting arrangements, and supporting strategic planning events. In the absence of the Executive Assistant to the CEO, the role provides coverage and serves as the primary point of contact for the CEO to ensure seamless operations.

The role also provides key administrative and logistical support to the Strategic Planning Project Officer, assisting in the coordination of strategic planning activities, reporting, and documentation to facilitate effective implementation of the strategic plan across the organisation. In the absence of the Strategic Planning Project Officer, the role will provide coverage and serve as the primary point of contact for Strategic Planning inquiries and scheduling.

The position requires a highly organised and resourceful individual who thrives in a fast-paced environment, possesses exceptional attention to detail, and takes pride in maintaining efficient systems and processes. The successful candidate must be able to uphold administrative order, handle confidential and sensitive information with discretion, and demonstrate a proactive and solutions-focused mindset.

PRIMARY OBJECTIVES:

1. Provide comprehensive administrative and operational support to the Executive office, ensuring smooth day-to-day operations, effective communication, and a well-maintained working environment.
2. Assist in coordinating meeting logistics, supporting strategic planning initiatives, and taking initiative in maintaining the functionality and administrative organisation of the Executive office.
3. Provide coverage as required for the Executive Assistant to the CEO and the Strategic Planning Project Officer.
4. Provide support for management meetings, Coordinator's, Board and Executive including minute-taking and follow-up on action items.
5. Provide support for specific executive and administrative projects and events as directed in line with STARTTS' Strategic Plan.
6. Ensure information is recorded in a timely and accurate manner, maintaining an effective and efficient central filing system for the Executive.
7. Maintain the professional image of STARTTS and the Executive area to internal and external stakeholders.

PRIMARY DUTIES:

1. Administration Duties

- 1.1. Create and maintain a centralised repository of documents and information resources to create, store, retrieve and archive files, to facilitate information sharing within the Executive Support function and with other relevant departments.
- 1.2. Prepare documents, reports, and presentations for board meetings and the Executive, ensuring accuracy and adherence to deadlines.
- 1.3. Oversee the collection, storage, and analysis of data related to Executive Support activities, ensuring data integrity and confidentiality.
- 1.4. Assist the Executive Assistant to the CEO in scheduling meetings, take minutes, and ensure timely dissemination of relevant information as required.
- 1.5. Ensure quality assurance processes for the accuracy and consistency of documents and reports produced by the Executive Support function.
- 1.6. Ensure compliance with relevant policies and procedures, including data protection and confidentiality requirements.
- 1.7. Work collaboratively with the IT team to set up meeting/event spaces with the required technology and presentation materials.

- 1.8. Assist in budget tracking, processing invoices, and coordinating financial information related to the Executive team's activities.
- 1.9. Assist in identifying potential risks and vulnerabilities in administrative processes and propose measures to mitigate them.
- 1.10. Continuously review and advise senior and line managers of potential improvements for administrative processes to support the efficient operation of the Executive and the organisation more broadly.
- 1.11. Work independently as needed, completing tasks and making decisions with limited guidance, in line with STARTTS vision and policies.

2. Executive Support Functions

- 2.1. Provide relief support to STARTTS' Executive Assistant to the CEO and the Strategic Planning Project Officer, and assist the CEO/DCEO, Executive Assistant and the Strategic Planning Project Officer position as required.
- 2.2. Act as the primary point of contact for the CEO in the absence of the Executive Assistant to the CEO, filtering communications and ensuring timely responses.
- 2.3. Assist the Executive Assistant in maintaining a professional and organised CEO office, ensuring meeting spaces are stocked, tidy, and well-prepared for daily operations.
- 2.4. Actively contribute to a collaborative and supportive team culture, ensuring flexibility in handling both routine and ad-hoc tasks to maintain seamless executive operations.
- 2.5. Ensure important Executive emails are responded to and important dates entered in the calendar and assist with the development and maintenance of a filing system for Executive memos and emails.
- 2.6. Facilitate communication between the CEO's office and other departments, external stakeholders, and partner organisations to support the Executive's objectives, preparing complex correspondence on behalf of the Executive in accordance with STARTTS policies and procedures.
- 2.7. Support the development and promotion of agency support structures to manage the organisation's growth effectively.
- 2.8. Provide support during the onboarding process for new executive team members, helping them orient to the organisation's culture and processes.
- 2.9. Assist the Executive Team in coordinating responses to high-demand activities, crisis situations or emergencies and provide relief support as required. include maintaining the CEO's office environment, assisting in meeting arrangements (including IT setup, catering, and cleanup).

3. Project & Event Support

- 3.1. Collaborate with the Executive Support Team on various projects, including organisational expansion initiatives, systems and process improvements, and information and database management.
- 3.2. Play an active role in planning, organising, and executing key strategic planning events, including logistics, catering, venue setup, and on-the-ground coordination to ensure successful implementation.
- 3.3. Support internal workshops and key executive gatherings by managing event logistics, liaising with external vendors, and ensuring a smooth experience for all participants.
- 3.4. Ensure comprehensive documentation of project progress, milestones, and outcomes, enabling effective tracking and reporting to relevant stakeholders.
- 3.5. Take on other special projects as assigned by the Executive Assistant to the CEO or the Executive to address emerging needs and challenges.

4. Strategic Planning Support Functions

- 4.1. Assist in planning and coordinating strategic planning sessions, workshops, and related events by booking venues, managing schedules, organising necessary materials, and ensuring logistical efficiency and professional execution.
- 4.2. Support the Strategic Planning Project Officer in preparing for performance meetings and ensuring follow-up on action items, while maintaining up-to-date strategic planning documents, reports, and presentation materials for data accuracy and accessibility.
- 4.3. Assist in tracking and updating strategic objectives, collecting relevant data, and preparing progress reports for internal and external stakeholders.
- 4.4. Facilitate communication between departments regarding strategic planning initiatives to ensure seamless information flow and coordination.
- 4.5. Provide administrative support for strategic projects, including formatting reports, managing Trello boards, and assisting with data analysis tasks as directed by the Strategic Planning Project Officer.
- 4.6. Assist in the collation of data and preparation of reports related to strategic planning initiatives for presentation to the CEO, Executive Team, and Board.

5. Personnel

- 5.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 5.2. Participate actively in the STARTTS Performance Management program and contribute to the development of an annual work plan that aligns with the organisation's Strategic Plan.
- 5.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 5.4. Participate in STARTTS staff meetings and other relevant meetings.
- 5.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 5.6. Participate in identifying quality improvement initiatives/strategies.
- 5.7. Attend and participate in all training opportunities identified for the role.
- 5.8. Liaise with and seek senior advice as required.

6. As a STARTTS employee you are expected to:

- Have commitment to Human Rights, EEO, WHS and Safe Work Practices.
- Carry out the role and responsibilities in a manner that is consistent with delegations, policies, procedures and operations systems of STARTTS and in line with STARTTS Code of Conduct.
- Maintain confidentiality and exercise discretion in relation to all STARTTS matters.
- Actively seek to improve skills and knowledge that will benefit the organisation.
- Project a professional image at all times and in all situations.
- Undertake any other duties that may be required within the area of work.

Equal Employment Opportunity and Staff Relationships:

- STARTTS is an Equal Employment Opportunity (EEO) employer and encompasses its philosophy and practice.
 - STARTTS rejects racism and sexism in all its forms and is committed to the elimination of racial and gender discrimination including direct and indirect racism and sexism, racial vilification, and harassment.
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STARTTS Workplace Policies

You must observe and comply with the provisions set out in any and all written policy, practice or procedure of STARTTS. A breach of STARTTS' policies, practices and procedures may result in disciplinary action up to and including termination of your employment.

Induction and Orientation:

- Participate in an Induction and Orientation program with STARTTS.
 - Obtain access to Trello and Organimi, which are tools STARTTS utilises for planning, coordination, and project management.
 - Provide a clear, passport-style photograph for your profiles on each platform to maintain a visible and identifiable contact within the organisation.
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Work Health & Safety Responsibilities:

- Comply with STARTTS WHS policies and procedures.
 - Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report to your Supervisor any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work.
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Risk Management Responsibilities: All staff have a responsibility to identify any risks (i.e., the chance of something happening that will have an impact on the objectives of the organisation) in the course of their work and to inform their supervisor, as per the *STARTTS Risk Management Policy and Program*.

Smoke-free Workplace

STARTTS is completely smoke-free. This means that smoking is not allowed in any STARTTS' buildings, vehicles or grounds, there are no designated smoking areas. As an employee you are required to comply with the 'Non-smoking' Policy.

I have read the **Executive Support Administrative Officer** Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with STARTTS' policies and procedures and can be required to work in any location under the jurisdiction of STARTTS.

I also agree to strictly observe STARTTS' policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

Employee Name:

Please print

Employee Signature: _____ **Date:** _____

CHIEF EXECUTIVE OFFICER: Jorge Aroche

Signature: _____ **Date:** _____

The review for this Position Description is due: March 2027