

Job Description

Job title: Executive Office Manager

Job Share: N/A

SCHADS level: 6.1

Reporting to: Team Manager, Operations and Members

Employment basis: Full time continuing position until June 2023

Direct reports: Part-time Administrative Officer

DVNSW Overview and Focus

DVNSW is the peak body for specialist domestic and family violence (DFV) services in New South Wales. We work from a feminist, social justice perspective and recognise that DFV is serious, prevalent and driven by gender inequality. We work to eliminate domestic and family violence through leadership of the specialist DFV sector and the NSW policy environment, promoting best practice responses and primary prevention.

Since its inception in 1983, our roots have been firmly in the NSW Women's Refuge Movement. In July 2013, a vote enabled membership to be expanded to all specialist DFV services and for the organisation to rename itself Domestic Violence NSW. In 2021 we consolidated our position of the State Peak Body for Domestic and Family Violence when we were awarded the contract to represent Women's Domestic Violence and Court Advocacy Services. Our membership and reach continue to grow and evolve, as does our impact.

Our team is a small group of passionate and committed feminists. We come to work each day to help realise a joint vision of a world where women, families and communities in NSW live free from violence, have equal rights, equal opportunities and the freedom to reach their potential.

We care deeply about creating a workplace where our team members feel valued, respected and empowered. We are a collaborative, agile, hardworking and high-performing team. We ask the best from our people, and, in return, we offer flexible working arrangements, salary packaging, training, professional development and mentoring opportunities, employee support and wellbeing programs, and the chance to learn from, and share with, our talented team.

Role Overview

In this newly created and varied role, the Executive Office Manager is responsible for the effective day-to-day operations of the organisation including all reception duties, executive assistance to the CEO, office management, developing, implementing and managing organisational systems, processes, policies and procedures, risk management, HR management across the employee life-cycle, governance support to the CEO and Board, as well as day to day management of a part time Administrative Officer and providing administrative support for the DVNSW team and our members.

No two days will be alike. It will require a can-do, solutions focussed attitude, a keen implementer, initiative taker with excellent time management, project management, organisational and communication skills to support the DVNSW team by ensuring the efficient and smooth day-to-day operation of our office, organisation and online working.

This is an exciting time in the evolution of the organisation as it delivers on its 2021-24 strategy. This role will not only support the team through this transformational phase but will also help DVNSW increase its impact for members and communities by being the lynchpin, go-to and get it done person for the organisation. This will include:

- Key first point of contact for the organisation
- Provide executive assistance to the CEO
- Operational management of office infrastructure both off and online
- Supporting the organisation to deliver to strategic priorities
- Human Resource management support across employee lifecycle
- Stewardship of organisational policies, procedures and risk management framework
- Membership database management, maintenance and reporting
- Regular verbal and written communications to staff and members as required
- Reviewing current systems, identifying gaps and improvements and developing systems and processes to support and improve our way of working
- Management of the part-time Administrative Officer

Specific Skills and Duties

Key professional attributes, skills and behaviours:

- Previous experience and proven excellence in an operational and administrative role
- Previous experience and skills in human resource management
- Previous experience working closely with Boards
- Aptitude for working in a fast-paced environment and be able to prioritise and meet deadlines
- Ability to use initiative – to see what needs to be done and then get it done.
- Experience working in a not-for-profit organisation
- Experience in the domestic and family services sector
- Excellent written copywriting skills
- Excellent verbal communication skills
- Be able to work autonomously and as part of a team
- Will need to be super organised and flexible with a can-do attitude
- Experienced in developing, implementing and managing systems and processes to support organisational operations
- Capacity to love working with systems and people equally
- Demonstrable strong problem-solving and decision-making ability
- A keen desire for continual office and operational improvement with the ability to identify the gaps and provide solutions

Reception Duties:

- Be the first point of contact with community, members, partners and other stakeholders via reception telephone and admin email
- Respond, in a timely and effective way, to all contacts and correspondence as required or directed

Office Management:

- Ensures effective operation of the office and all equipment
- Maintains supplies inventory
- Ensure efficient operation of the physical office and online working
- Manage meeting room bookings across the team, including catering when needed
- Assisting the team as and when needed on day-to-day activities
- Management of team calendars, birthday and anniversary calendars
- Day-to-day management of the Admin Officer (part time)
- Management of petty cash payments and receipts

- Management of company and CEO credit cards and receipts
- Support the Finance Manager where needed such as event ticket sales, membership invoices and office equipment purchase and budgets

Operational:

- Develop and deliver to an operational plan that will support the organisations strategy and objectives
- Identify gaps, develop, implement and manage systems and processes to support the organisation
- Management of the organisations SharePoint document filing system according to industry best practice
- Contribute to the efficient and effective functioning of the team in order to meet organisational objectives
- Reviewing the team meeting process ensuring it's effective, regular and includes agendas in advance with accurate minutes and actions tables

HR:

- Develop, implement and manage the recruitment process including assisting the hiring manager with recruitment process where needed (interview bookings, meet and greet candidates, job ads and managing diaries for interviews etc), drafting offer letters, reference checks and contracts
- Develop, implement, manage, review, and monitor staff induction and training process including new starter communications and creation of induction packs
- Develop a Professional Development process and schedule and support booking staff reviews, filing completed review to personal files and supporting managers where needed
- Develop an organisational training plan for general training needs and specialist needs identified in Professional Development plans
- Stewardship of organisational policies, procedures including ensuring all organisational policies are up to date and implemented across the organisation and ensuring all necessary processes and procedures needed to support the organisations policies are in place and working effectively
- Developing and ensuring that the organisation is working within its risk management framework
- Managing cultural activities for the team such as morning teas, lunch and learns, and other social events

Executive Assistance:

- Support to the CEO including diary management and email and admin support
- Provide thorough briefings for meetings as required to ensure preparation of diary
- Minute taking to relevant meetings with the CEO
- Copywriting as required for letters and communiques

Governance:

- Be a key point of contact for the board
- Administrative Management of board meetings including diarising meetings, providing board meetings minutes and agendas
- Assist the team with board reporting and subsequently provide the CEO with a board pack for board presentation
- Organise and manage the annual AGM

IT:

- Management of external IT service provider
- Ensuring all staff are able to work effectively (hardware, software and training needs identified and met)
- Help staff with low-level IT assistance
- Develop and manage the Asset register
- Manage the purchase of new IT equipment and software
- Management and development of CRM system
- Initiative in identifying gaps in IT systems and supports and developing solutions (with IT service provider)
- Assist with the development and activation of an IT strategy

Membership Support:

- Manage the annual membership renewal and acquisition process
- Facilitate and manage incoming and outgoing donations to members
- Manage the Christmas Donation Drive
- Data entry and cleaning of membership information in the Database/ CRM
- Manage any other projects or systems to enable delivery to the Membership Strategy

Meeting Management:

- External - convening and managing external meetings
- Internal - convening and managing external meetings

Events:

- Provide administrative and IT support to the events/ conference organiser
- Management of Sector Events schedule and provide support to Communications & Media Manager
- Technical support for all online events

Ad Hoc

- Support various teams (Policy and Advocacy, finance, fundraising etc.) on ad-hoc administrative items
- Management of special projects and keep the management properly informed
- Other ad-hoc tasks as required

Organisational:

- Participate in the Performance Development process, including regular review of individual workplace performance and strengths against the accountabilities and performance objectives associated with the role
- Contribute positively to promoting a culture of health, safety and wellness for employees and volunteers at DVNSW and work with the WHS policies
- At all times abide by the policies and procedures of DVNSW
- Align work undertaken with the Goal, Mission and Strategic Framework and Strategies of DVNSW
- Ensure work undertaken contributes positively and consistently to the achievement of the relevant Operational Plans
- Ensure workplace behaviour is consistent with the organisation's Code of Ethical Behaviour and Core Values
- Perform responsibilities in a manner that reflects, and responds to, a focus on ethical conduct, engagement and continuous improvement

Other duties may be assigned as needed.

Qualifications and Experience

Industry experience:	<ul style="list-style-type: none">▪ Experience in the domestic and family violence services sector or allied sector
Required education:	<ul style="list-style-type: none">▪ Bachelor's Degree in Business or Human Resources
Required experience and skills:	<ul style="list-style-type: none">▪ 4+ year experience in administrative, operational and HR role▪ Experienced in developing, implementing and managing systems and processes to support organisational operations▪ Experience working with and supporting a remote and part-time workforce▪ Understanding of trauma informed communication and response▪ Understanding / experience in working in a Not-for-Profit organisation▪ Understanding/ experience working in a membership or Peak organisation

- Additional experience:**
- Flexible and adaptable to work outside of core hours
 - Advanced Microsoft 365
 - Ability to prioritise in a fast-paced and demanding environment
 - Presents and conducts self professionally at all times
 - A sense of humour

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- Management experience:**
- Experiencing managing and/ or mentoring

DVNSW's Values

An important part of our culture is that everyone understands and is accountable for what we are here to achieve. As such, the behaviour of everyone in the team should reflect the core values of our organisation: leadership, integrity, inclusion, and equity.

