Executive Assistant – Health System Integration and Innovation

Department:	Strategic Operations
Location:	Mackay
Position type:	Full-time
Classification:	Level 6
Reports to:	Strategic Operations Lead
Direct reports:	Nil

Our values

	Values statements	Core commitments
Collaboration	We connect co-operatively across boundaries to share ideas and achieve our goals together. **'We work together'**	I will work co-operatively across teams to achieve outcomes. I will connect with others to build trusting relationships. I will share ideas, knowledge, and resources.
Leadership	We are empowered, inspired, and will step up to create a better future. **'We are all leaders'**	I will role-model positive behaviours. I will create opportunities to have a positive impact. I will take responsibility for contributing to NQPHN's culture and success.
Integrity	We hold ourselves to the highest standards of ethics and professionalism. **'We do the right thing'**	I will be consistently ethical and trustworthy. I will display high levels of professionalism at all times. I will represent NQPHN with pride.
Accountability	We own our actions, follow through on our promises, and live our values. **'We do what we say'**	I will follow through on my commitments. I will take ownership of my work and performance. I will be transparent and forthcoming with information.
Respect	We hear, acknowledge, and value all people and voices, finding unity in our diversity. **'We are considerate'**	I will actively seek out and value different perspectives. I will treat all people with appreciation, dignity, and courtesy. I will be culturally informed and sensitive.

ISO 9001 QUALITY

Role summary

The Executive Assistant – Health System Integration and Innovation is responsible for proactively managing all administrative functions of the Executive Director Health System Integration and Innovation, including effective diary management, meeting secretariat functions, monitoring and prioritisation of correspondence, project support, preparation of business documentation, financial administration, and records management.

Key responsibilities

Role-specific

- Provide professional and confidential executive and administrative support to the Executive Director Health System Integration and Innovation.

- Prepare draft correspondence, briefings, reports, and other business documentation on behalf of Executive Director.

- Provide quality assurance review (proofing and formatting) for business documentation produced by the Executive Director and her team, in line with NQPHN's Style Guide.

- Assist the Executive Director in the management of projects. This may include contributing and providing support to the planning, implementation, monitoring, reporting, and evaluation of projects.

- Provide secretarial support to internal and external meetings as required, including contributing to the development of Terms of Reference, preparing agendas, taking accurate and professional minutes, and proactively managing action registers.

- Provide effective diary management for Executive Director.

- Support stakeholder engagement by responding to meeting requests, scheduling meetings, and preparing and collating meeting materials.

- Appropriately and proactively prioritise requests and correspondence for the Executive Director's attention and ensure they are responded to in a timely manner.

- As part of the Strategic Operations Team, support the preparation of reporting against the Operational Plan, Strategic Plan, and PHN Program Performance and Quality Framework.

- Undertake routine financial administrative tasks including processing of invoices, reconciliation of credit cards, and contract administration activities in line with the Delegations Matrix.

- Actively contribute to a process of continuous quality improvement.

- Actively support the implementation of the Reconciliation Action Plan (RAP).

- As part of the Business Administration Team, contribute to the shared management of administrative functions of the organisation, including reception, travel booking support, and monitoring of generic inboxes.

- Maintain electronic records in a systematic, confidential, and secure manner.

Organisation-wide

- Committed to "One PHN" and working collaboratively and engaging purposefully across the organisation, including the offices, teams, and functions.
- Ensure "best practice" processes across all areas of responsibilities.
- Comply with the organisation's policies and procedures.
- Ensure the safety of yourself and others in line with the organisation's Workplace Health and Safety policies and procedures and the Workplace Health and Safety Act 2011.
- Perform other duties reasonably required as directed.

Key selection criteria

- Tertiary qualifications in administration or similar and/or five years relevant work experience in a similar role.
- Excellent written communication skills, including demonstrated experience in preparing business documentation (briefings, reports, and correspondence).
- Excellent interpersonal skills, including the ability to liaise with a wide variety of internal and external stakeholders on a range of sensitive issues.
- Experience in providing high quality secretariat support to committees.
- Experience in supporting the management of projects.
- Demonstrated ability to plan, meet deadlines and prioritise complex workloads while working autonomously, and to be flexible in a changing teamwork environment.
- Well-developed organisational and problem-solving skills and the ability to work collaboratively with others to achieve common goals.
- A high level of attention to detail and time management skills and applications.
- Demonstrated experience in the application of the Microsoft Office Suite and the ability to become proficient in other software programs as required.

Other requirements

- Current Drivers Licence.
- Provide a National Police Check less than three months old.
- Be able to meet the requirements of a Working with Children (Blue Card) Qld (if required).

Capability Framework

NQPHN has a capability framework in place. This role has the following core competencies and expected levels.

Core Competency	Standard
Teamwork and team leadership	• Supports others in taking independent action. • Resolves issues that occur with minimal direction. • Invites and builds upon the ideas of others. • Assumes additional responsibilities to facilitate the achievement of team goals. • Actively shares knowledge among peers or offers advice to less experienced colleagues. • Effectively transfers acquired knowledge and expertise. • Demonstrates initiative in professional self-development.
Resource management	• Manages the allocation of resources in relation to business needs. • Manages the work plan, sets timelines and milestones, and involves stakeholders to deliver on time. • Provides advice on procedures and the use of resources.
Flexibility and continuous improvement	• Anticipates having to adapt work methods to changing technology and environments. • Considers problems from all new perspectives and can expand on the thinking or solutions proposed by others. • Adapts to new ideas and initiatives relevant to own area of work. • Understands and promotes the Organisation's business needs and policies for introducing change. • Is able to present the Organisation's priorities as they relate to own area of work. • Explains and convinces others of the need for adaptation and change of policies, structures, and methods.
Stakeholder engagement and communications	• Writes information coming from multiple sources in a logical and comprehensive, yet concise manner. • Combines information from various sources in a concise and consistent manner. • Makes sound use of graphics and tables to effectively present numerical data. • Actively nurtures both formal and informal contacts to facilitate the progress of work by proactively sharing information, best practices and respective interests and areas of expertise.

Core Competency	Standard
	• Identifies current or past contacts that can provide work-related information or assistance.
	• Fosters two-way trust in dealing with contacts (e.g. maintains confidentiality regarding sensitive information).
Quality management	• Gain an understanding of quality management systems, so effective feedback on limitations can be provided.
	• Utilise quality management systems where provided by the PHN.
	• Provide feedback to line managers on utility of quality management systems.
Strategic thinking and innovation	• Provides a rationale for decisions, relating hem to the overall goals.
	• Able to work on strategic activities within the team, either across the whole or within particular areas.
	• Actively contributes to strategic discussions.
	• Understands the organisation's current and future role.
	• Looks for opportunities for business improvement.
Governance and risk	• Ensures governance arrangements are being met.
	• Constructs formal reporting structures that are appropriate for successful partnerships.
	• Refers to key healthcare benchmarks in making recommendations.
	• Has a working understanding of the legal governance of engagement with public and service users.
	• Identifies and manages risk.
	• Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety.
	• Contributes to a safe workplace.
Project and program management	• Ensures a clear project scope.
	• Develops effective project plans and cost schedules.
	• Calculates, relates, and responds to variances in schedule and costs.
	• Ensures effective project reporting.
	• Effectively manages project change using appropriate change control techniques.
	• Able to identify major and minor tasks for projects using a broad range of complex and technical tools.
	• Manages relationships of internal and external resources and interfaces with other groups.
	• Can identify and mitigate variations, changes, and conflicts.

Core Competency	Standard
	• Solves complex problems in own area even when not always clearly defined.
	• Resolves problems that may impact upon wider team/overall objectives.
	• Able to apply a broad range of complex, technical or professional risk tools in a wide variety of projects.
Commissioning	• Apply commissioning guidelines and framework.
	• Develop written, well-structured commissioning that clearly sets out business requirements.
	• Monitor Commissioning processes to ensure they are open, transparent, and effective.
	• Understand and participate in the commissioning process and ensure actions are in line with the framework.

This position description contains a limited summary of the most frequently occurring tasks and responsibilities. In practice the employee can and will be entrusted with various other tasks and responsibilities that may also be of vital importance to the performance of his or her duties. The employee will properly execute these tasks and responsibilities and will not limit themselves to invoke the tasks and responsibilities exclusively summarised in this position description.