Title: Senior Executive Assistant to the President and Vice-Chancellor

Level: 8
Date: July 2015
School/Unit: Office of the Vice-Chancellor
Faculty/Division: Divisions

POSITION SUMMARY
The Senior Executive Assistant to the President and Vice-Chancellor reports to the Executive Officer and is responsible for providing high-level executive administrative support to the President and Vice-Chancellor by:

- ensuring all administrative matters are prioritised and handled efficiently and effectively and with a high level of confidentiality
- overseeing the overall coordination and management of the day-to-day activities of the Office
- implementing effective and streamlined systems and procedures to ensure efficient running of the office
- providing high quality direct line management to the Executive Assistant and working as a team to ensure the smooth running of the office and the day-to-day activities of the Vice-Chancellor

ORGANISATIONAL ENVIRONMENT
The office of the President and Vice-Chancellor is made up of the President and Vice-Chancellor, Operations Director, Executive Officer, Communications Adviser, Director of Strategy, Executive Assistant to the Vice-Chancellor and Administration and Reception staff. The President and Vice-Chancellor is responsible for setting the vision and strategic direction of the University, both internally and externally, and is supported by his office in doing so.

KEY DUTIES & RESPONSIBILITIES

Diary Management

- Ensure efficient and accurate diary management including scheduling of meetings and prioritising of appointments and engagements
- Ensure the Vice-Chancellor is provided with appropriate background and briefing materials in advance of meetings
- Screen calls and unscheduled appointments as required; re-direct if necessary
- Time manage the Vice-Chancellor to ensure daily appointments are kept to schedule
- Coordinate standing meetings with executives and other key contacts
- Prepare copies of agendas and meeting schedules where required
- Ensure agenda and other supporting material is sent out at agreed time prior to meetings
- Follow up appointments to ensure meetings are scheduled and diarised.
Email and Correspondence

- Ensure Vice-Chancellor is made aware of all relevant communications in a timely manner
- Review email inbox and reply to or forward any urgent emails as agreed with EO
- Ensure all correspondence is passed on, filtered and re-directed where necessary; follow up on any agreed actions where required.
- Draft standard correspondence for VC’s signature as required
- Check that correspondence has been proofed and approved by the Vice-Chancellor where directed
- Assist in the preparation of initial drafts of reports, emails and other documents as required, including editing and formatting for presentation and/or circulation
- Manage relevant contact lists for the VC in conjunction with the EO
- Accept and manage dictation of email and other ad hoc material in a timely manner
- Manage and file all forms of correspondence as agreed

Travel and events coordination

- Book and coordinate all travel requirements including itinerary preparation, flights, accommodation, conference registrations, transfers etc.
- RSVP to events on behalf of the VC and ensure logistics (parking etc) are arranged
- Plan, prepare and coordinate events as necessary including invitations, RSVP’s, venue and catering
- Liaise with driver to the Chancellor and Vice-Chancellor

General Duties

- Provide line management and development to the Executive Assistant
- Reconcile the Vice-Chancellor’s credit card statement on a monthly basis
- Working with the Operations Director and Executive Officer, ensure the Vice-Chancellor completes any assigned follow-up items within the agreed timeframes
- Respond to and manage telephone calls appropriately
- Greet guests and accommodate needs as required
- Contribute to specific projects and initiatives as requested
- Liaise with Operations Director and Executive Officer on correspondence/office management issues
- Maintain accurate records for the Office ensuring an effective record keeping system
- Undertake any other duties as directed by the Executive Officer or Operations Director
- Maintain a high level of confidentiality at all times
- Develop and maintain effective communication and interaction with members of the Office of the President and Vice-Chancellor, Office of the Chief of Staff and Vice-President, UNSW Senior Team, Pro-Vice Chancellors, Faculty Deans, General Managers, Executive Assistants, the broader UNSW community and external stakeholders
- Comply with all health and safety policies and procedures of the University and implement principles and policies of EEO and cultural diversity
- Any other duties as required.

PRIMARY ACCOUNTABILITY

The Senior Executive Assistant is responsible for all the day to day administration of the Office of the President and Vice-Chancellor and will:

- Demonstrate a high level of skill and independence in effectively and efficiently running the Office of the President and Vice-Chancellor
- Act with a high degree of independence in managing the Vice-Chancellor’s diary, correspondence, event and meeting/travel arrangements
- Respond to complex inquiries and use judgement and initiative in problem solving
- Support a culture of continuous improvement within the Vice-Chancellor’s Office, through continual review of effective administrative processes and systems, implementing and communicating improved work practices where appropriate
- Have a high level of independence and accountability in the management of specific projects/initiatives as assigned
• Have the full confidence of the Vice-Chancellor and Operations Director in the management of the Vice-Chancellor’s Office and other duties

**SELECTION CRITERIA**

- Relevant tertiary qualifications or previous experience in a role of EA to senior management or other relevant administrative role
- Excellent time management and organisational skills with a proven ability to establish priorities and meet deadlines
- Demonstrated ability to work under pressure with sensitive and confidential matters and to work flexible hours as required
- Excellent interpersonal and communication skills with the ability to liaise with a diverse range of stakeholders
- A performance oriented approach with strong customer service skills and willingness to receive ongoing feedback on performance
- Demonstrated ability to identify, analyse and solve administrative problems to provide accurate and appropriate outcomes
- Ability to work effectively with minimum supervision and on multiple tasks
- Advanced Microsoft Word, PowerPoint, spreadsheets, database, desktop publishing, internet and e-mail skills, including familiarity with computer packages including Microsoft Office
- Substantial previous experience in a role of EA to senior management
- Demonstrated project management skills
- Demonstrated ability to apply, interpret, advise on and develop protocols, procedures, guidelines and administrative systems
- Demonstrated ability to act with a high level of independence, initiative and a high level of problem solving/judgement

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It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.