

POSITION DESCRIPTION

MNCLHD - Senior Executive Assistant

Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Mid North Coast Local Health District
Position Classification	Health Mgr Lvl 1
State Award	Health Managers (State) Award
Category	Administration & Health Records Administration Executive Assistant
Website	www.mnclhd.health.nsw.gov.au

PRIMARY PURPOSE

The Senior Executive Assistant provides a range of high-level executive support services to assist the Executive Member (NSW Health Executive Band Level) to deliver the strategic business objectives and operational delivery. The Senior Executive Assistant is a Pivotal role, collaborating across the administration team, and District to provide high level support and enable optimised business outcomes. The Senior Executive Assistant will work across the MNCLHD, representing the Directorate and will handle a high degree of sensitive and confidential information.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate certifying the worker cannot have any approved COVID-19 vaccines available in NSW. Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations. Please provide proof of booster vaccination if available.

ESSENTIAL REQUIREMENTS

Demonstrated experience providing support to senior executive level roles, with a record of performance in achieving business goals and working in a collaborative, customer focused way

KEY ACCOUNTABILITIES

Act as the Senior Executive Members point of contact, analysing and actioning requests in order to prioritise urgent and often sensitive matters, and taking proactive, decisive action to facilitate the optimal use of the Executives time. Manage, prepare and review high level complex communications across internal and external stakeholders, ensuring timeliness and accuracy to support the achievement of business requirements.

Proactively build and foster relationships across the District, engaging with key stakeholders to drive positive District outcomes.

Contribute to the development, implementation and continuous improvement of District wide executive administration processes, in collaboration with the broader EA cohort.

Monitor, implement and evaluate administrative practices, systems and procedures to optimise efficiency and support the achievement of quality outcomes.

Play a leadership role to Administrative team members across the Directorate; train and support other administrative

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staff in contemporary administrative practices

Monitor and address complex and/or sensitive enquiries and issues, including those that are escalated, to ensure the timely and effective resolution.

Provide executive and administrative support including diary management, secretariat services (drafting agendas, collation and distribution of papers, taking minutes, following up action items and drafting briefing notes to support strategic business outcomes), records management, drafting of correspondence and document preparation and related services to contribute to the smooth operation of the Directorate Executive Office.

Proactively manage all Ministry of Health, District and Board correspondence on behalf of the Senior Executive, disseminating and distributing correspondence to relevant staff for prompt and efficient action.

Anticipate information and action requests for or on behalf of the Senior Executive, monitoring project/action progress and alerting the Executive when necessary to any potential delays.

Maintain confidentiality of information and ensure interactions with internal and external stakeholders are conducted with diplomacy and discretion.

KEY CHALLENGES

- Managing competing priorities and providing consistently high levels of support, given heavy workloads, short deadlines, and the need to maintain confidentiality and act with discretion.
- Exercising independent initiative to solve problems, triage or manage significant issues including appropriately delegating and following up issues to other areas of Mid North Coast LHD.
- Working with senior leaders across Mid North Coast LHD who may have competing demands, priorities, objectives and needs.
- Understanding the health political landscape and operating effectively within it to ensure effective support for the Chief Executive.
- Establish collaborative and influential relationships with stakeholders, customers and colleagues, to ensure easy and effective achievement of team / project / business goals.
- Manage and prioritise a complex workload.

KEY RELATIONSHIPS

Who	Why
Senior Executive Team	Identify emerging issues/risks and their implications. Report on progress towards business objectives
Executive Team and the Mid North Coast Chief Executive Office	This role is instrumental in communication and information exchange within the Directorate and between the CE office and Board, around meetings, key activities and projects.
Stakeholders - Internal and External	Manage the flow of information, seek clarification and provide reliable advice and responses Develop and maintain effective working relationships, engaging and consulting in the delivery of organisational objectives. Provide sound and reliable advice; manage expectation, resolve and provide solutions

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SELECTION CRITERIA

1. Demonstrated experience in providing high level executive support to a Senior Executive within a complex organisation.
2. Sound ethics and a demonstrated ability to always maintain superior standards of professional conduct, including a demonstrated capacity to exercise discretion in handling confidential and sensitive information.
3. Solutions mindset and demonstrated ability to take initiative and proactively identify and manage tasks with a varying range of complexity.
4. Effective written and numerical skills with an ability to accurately prepare, and critically review, any written documents including correspondence, briefs, reports, presentations and submissions.
5. Effective communication skills including sound negotiation, interpersonal and liaison skills.
6. Capacity to display organisational, analytical and problem-solving skills with the ability to successfully coordinate and manage competing priorities, deliver quality outcomes and meet tight deadlines while using judgement and discretion as needed.
7. Advanced proficiency in using information and communication technology, software programs at an advanced level for word-processing, MS Office, Excel, electronic schedules and emails, internet searching, presentations, payroll, procurement and recruitment including data gathering and preparation of reports.