

Position Description

Executive Assistant

Classification:	HS3
Business unit/department:	Executive Assistant
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Health And Allied Services, Managers And Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
	Choose an item.
	Choose an item.
Employment type:	Full-Time
Hours per week:	40 (with ADO)
Reports to:	Allocated Executive
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	July 2025

Austin Health acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

The Executive Assistant will be accountable for providing high level confidential executive, and administrative support and coordination to the Chief Nursing Officer and Chief Strategy & Sustainability Officer, as well as providing high level administrative support to the broader teams in these areas.

About the Executive Suite

The Executive Suite is located at Austin Health main hospital in Heidelberg. It is a complex and busy office with multiple internal stakeholders, including the Chief Executive Officer, Chief Operating Officer, Chief Medical Officer, Chief Nursing Officer, Chief People & Culture Officer, Chief Financial Officer, Chief Allied Health Officer, Chief Information and Services Officer, Chief Strategy & Sustainability Officer, General Counsel and Board Secretary.

External stakeholders include other health services, the Department of Health, statutory bodies, Boards and government.

Position responsibilities

Role Specific:

Communication

- Sort, segregate and prioritise incoming correspondence including mail, memos, email, invitations and notices
- Respond appropriately to telephone/email enquiries and liaising with Austin Health staff and external contacts on behalf of the Executive(s)
- Create and format appropriate documentation including reports, correspondence and other written material on behalf of the Executive(s) using Microsoft Office applications
- Accurate and timely messaging and follow up of enquiries
- Under the direction of the Executive(s), assist Departmental Heads and other Senior Austin Health staff with enquiries
- Provide support to all Executives, the other Executive Assistants, and the Board Secretary as required

Coordination and Planning

- Develop and distribute a variety of professional correspondence, both internally to staff or stakeholders or to external suppliers or contacts. This may take the form of email, memos, professional letters and bulletins
- Create and maintain effective systems to manage the Executive(s) workflow
- Coordinate conference registrations and organise travel (National and International travel), accommodation, VISA's as required and expense reimbursements using correct procedures and forms as per hospital policy
- Coordinate, prepare and oversight of meetings; Agenda, Minutes, Papers and Registers of Action Items in a timely and accurate manner. Attendance at meetings, ensuring accurate minute-taking.
- Organise venue, invites, agendas, catering and presentation requirements for events and professional forums.
- Proactive management of Executive(s) Calendars with informed application of priority and urgency

Practice improvement and service development

- Effective and timely management of defined project activities allocated under the guidance of the Executives
- Identify continuous improvement opportunities and providing input to redesign processes or policies to ensure increased efficiencies in respect to administrative process within the executive

Information and data management

- Create and maintain files and documentation in accordance with defined standards and operating procedures including electronic document management
- Coordinate document workflow ensuring deadlines are communicated and managed
- Manage updates to systems i.e. SuccessFactors, OPPIC, Oracle Fusion, Kronos

Stakeholder relationships

- Problem solving including resolution of conflict, prioritisation of work, negotiation and strategic management of issues and risks with escalation where appropriate



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

- Build effective relationships with staff and respect the needs of patients, members of the public and maintain a professional approach to all interactions
- Represent Austin Health and the Executives at all times, act in a professional and courteous manner, promoting the organisation

Other

- Provide assistance to the Board Secretary as requested
- Provide support and coverage for the executive assistant team roles, as required, to accommodate leave requests
- Provide technical assistance and appropriate technical liaison to support activities

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse): <https://austinhealth.sharepoint.com/sites/OPPIC>
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality & risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person centred care.
- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

Selection criteria

Essential Knowledge and skills:

- Highly defined written and verbal communication skills with the ability to communicate at all levels
- Ability to manage changing and conflicting diary demands with tact and diplomacy
- Ability to manage incoming work with competing priorities, meet deadlines and advanced attention to detail and accuracy in all activities
- Ability to build productive working relationships with internal and external stakeholders and professionally represent Austin Health
- Experience working in a large complex, multisite organisation and an understanding of its influences and drivers
- Experience with organising meetings and events for Executive Management including minute taking, following up action
- Ability to anticipate, articulate and mitigate risks for successful design and execution of activities
- Computer proficiency in Microsoft Office applications i.e. Word, Excel, Outlook PowerPoint

Attributes:

- Embodies Austin Health values, our actions show we care, we bring our best, together we achieve and we shape the future.
- Displays high standard of confidentiality & diplomacy in dealing with sensitive and urgent matters
- Attention to detail
- Ability to think ahead and be proactive with a can do attitude and energy
- Demonstrates a high degree of initiative, tact and diplomacy with well-developed interpersonal skills
- Maintains a professional image
- Resilient and composed under stress
- Committed to personal growth and continuous learning in accordance with PRD
- Actively supports change and contributes ideas and suggestions for continuous improvement
- Champion recognition and respect for individual differences and diversity
- Able to balance conflicting and competing priorities

Desirable but not essential:

- Experience in the health environment, or other government agencies

Quality, safety and risk – all roles

- All Austin Health employees are required to:
- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future