

Role Description



Role title:	Classification:
Executive Assistant	ASO 4
Division/Business unit:	Reports to:
Finance, Digital and Corporate Supports	Chief Financial Officer

Role purpose:

The **Executive Assistant** is a role within **Finance, Digital and Corporate Supports** and is accountable to the **Chief Financial Officer** for:

- providing high level, quality executive and administrative support services to the CFO and Division Directors
- providing timely and accurate advice on a broad range of issues and priorities, including undertaking research and preparing reports
- monitoring that policy and procedures, standards and customer service principles are applied in the delivery of administration services
- assisting with the coordination and support of meetings, agendas and papers
- maintaining effective human resources records management processes and systems

Key outcomes and accountabilities:

1. Support the CFO in maintaining good visibility across division
2. Proactively attend to enquiries from members of the Finance & Business Services Division, Minister's offices, employees and the public relating to confidential, sensitive and urgent matters, appointments and meetings
3. Continue to be proactive with keeping the Finance and Business Services division (and CFO) on task and initiating work on behalf of the CFO where appropriate
4. Monitoring the day to day activities of the office to ensure workflows are prioritised and any urgent matters are dealt with accordingly
5. Maintain a high level of communication, confidentiality, responsiveness and develop positive relationships with internal and external stakeholders
6. Undertaking research, collation and maintenance of information
7. Identifying areas for improvement, developing and implementing standards, practices, procedures designed to enhance the efficiency of the Office of the Chief Executive and Finance and Business Services

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.

Key Relationships/Interactions:

- Chief Financial Officer
- Staff from Finance and Business Services, Office of the Chief Executive and Minister's Office.
- Executive and Senior Managers and staff across the Department.
- Other Government agencies

Budget/Delegations:

No budget or delegations accountabilities for this role

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Attend to detail:** check accuracy of information, follow procedures and processes to avoid errors and take corrective action to minimise mistakes and notify others when appropriate.
2. **Initiative:** take prompt action to solve problems, act decisively on own judgement and look to go beyond job requirements to achieve objectives
3. **Interacting with technology:** interact with Microsoft Office suite and client database applications efficiently and adapt to changes in technology and/or systems
4. **Administrative and Secretarial Experience and Knowledge:** utilise experience knowledge in performing administrative and secretarial duties to senior executive
5. **Time Management:** set own work priorities and manage time efficiently to meet work objectives

Qualifications:

Essential: Not applicable

Desirable:

Key leadership competencies and expected behaviours at this classification:**Supports and implements strategic direction**

- Understands the big picture and contributes to the development of strategic direction for the BU.
- Assumes ownership of team goals and business objectives.
- Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- Identifies and analyses complex problems relating to the team's work objectives.

Achieves and monitors own results

- Delivers results and improvements to meet team objectives.
- Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- Abides by the laws, regulations and policies determining team and individual role activities.
- Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- Monitors team/project performance and seeks feedback to guide improvements.
- Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence


- Adds value to the BU by setting, reaching and encouraging high performance standards.
- Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- Provides others with ongoing feedback and coaching for development.
- Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- Embeds a strong customer service ethos by understanding needs.
- Effectively manages resources to meet competing and complex demands.

Cultivates productive working relationships

- Seeks to understand the perspectives of others and the implication in the wider public sector.
- Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon
- Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- Engages in strategic relationships with internal and external stakeholders.
- Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly

Exhibits personal drive and professionalism

- Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

Approval:		
Assessed by:		Date:
Approved by: Nick Ashley, Chief Financial Officer		Date: 3/06/2025