

Position description

Position title:	Executive Assistant to the Chief Operations Officer
Date of last revision:	August 2018

1. Purpose

The Executive Assistant will provide highly professional administrative support across a range of tasks to the Chief Operations Officer (COO).

As a secondary function, the Executive Assistant will occasionally carry out administrative duties such as covering the front desk for reception when required.

2. Essential duties and responsibilities

Essential duties and responsibilities include the following, other duties may apply:

2.1 Provide executive support to the COO

- a) undertaking high level executive assistant duties and functions as required including prioritising of requests
- b) managing diary, coordinating meetings and taking minutes
- c) overseeing all office maintenance and coordinating facilities and equipment upkeep under the direction of the COO
- d) ensure procurement processes at office requirement level are carried out in accordance with GP Synergy's financial policies and procedures across all GP Synergy offices.

2.2 Provide administrative support to assist the COO with the following

- a) facility management
- b) report writing
- c) contract preparation and review
- d) creation of flow charts and forms
- e) filing
- f) preparing various program related paperwork for approval.

2.3 Front desk and administration (secondary role function)

- a) support the front desk by triaging calls when reception may be absent
- b) in the absence of reception staff, undertake reasonable general administrative duties to ensure the office runs smoothly.

2.4 Other tasks as specified by the COO

3. Task specification

Task name	% Total work
Provide executive support to the COO	60%
Provide administrative support to assist the COO	30%
Front desk and administration (secondary role function)	5%
Other tasks as specified by the COO	5%
TOTAL	100%

4. Distinguishing factors and competencies

4.1 Skills and other attributes

Area	Description	Competency level required
Skills		
Computing	High level office computing skills including MS Office applications:	
	• Word processing	Very high
	• MS Excel	High
	• MS Outlook	Medium
	• MS PowerPoint	Low
	• MS Access	Medium
	• Adobe	Very high
	• Database	High
Communication	• Web browsing	High
	Written and verbal communication skills	Very high
Customer service	Interpersonal skills	High
	External customer service skills	Very high
Coordination	Internal customer service skills	Very high
	Time management - ability to handle multiple tasks simultaneously	Very high
	Organisational and planning skills and the ability to plan and prioritise work to meet deadlines	Very high
	Demonstrates attention to detail, accuracy and thoroughness in work produced	Very high
	Research	Very high
	Document and electronic filing systems	High
Analytical	Project management	High
	Synthesises complex or diverse information	Medium
Attitude and recommended characteristics		
Attitude and recommended characteristics	Propensity towards internal and external customer service	High
	Propensity towards being organised	Very high

UNCLASSIFIED

	Works well in a team environment	High
	Propensity towards multidisciplinary task role and is flexible	Very high
	Keeps focussed and organised under 'reasonable' pressure	High
	Reacts well under 'reasonable' pressure	High
	Demonstrates respect for internal and external stakeholders and upholds organisational values	Very high
	Maintains professionalism and a positive and courteous manner	Very high
	Demonstrates sound work ethic	Very high
	Is reliable and dependable	Very high
	Undertakes and participates in self-development activities	High
	Exhibits an affirmative approach to the requirements of the role and organisational activity	Very high
	Takes pride in presentation, quality and efficiency of work	Very high
Complexity		
	Requires a high degree of customer service and organisational skills	Very high
Complexity	Performs a variety of tasks in a multidisciplinary environment	High
	Requires high level degree of judgment to perform a variety of job tasks that involve reference to multiple sets of standards and policies and confidentiality requirements	Very high
	Ability to cope with competing priorities and resources	High
Supervision		
	Requires the ability to be self-directed and work in a team setting	Very high
Supervision	Has the ability to take on a leadership role when appropriate	High
	Is capable of accepting tasks and delegation of tasks when required	Very High
	Has the ability to work unsupervised	Very high
Safety and security		
	Observes safety and security procedures	Very high
Safety and security	Observes the requirements under the Information Security Management System Charter and specific responsibilities	High
	Determines appropriate action when responding to safety and security matters	High

4.2 Knowledge

Requires some knowledge of and should develop a good understanding over time of the requirements of Australian General Practice Training, RACGP Vocational Training Standards, ACRRM Training Standards for Supervisors and Training Posts, and GP Synergy, the Department of Health and AGPT policy and procedures (will be provided as part of orientation and induction to the role).

A sound understanding and proficient knowledge of other relevant standards, legislation, policies and procedures.

UNCLASSIFIED

4.3 Working conditions

- Performing multidisciplinary job functions in a relatively stable work environment
- Occasional disagreeable elements such as managing the coordination of competing tasks and priorities
- Will be required to occasionally work across various GP Synergy offices from time to time
- Periodic weekend and after-hours duties - occasionally off site
- Occasional travel.

4.4 Physical demands

- Requires medium work demands of an office environment.

4.5 Communicates with

- Management
- Medical educators
- Senior staff
- General staff
- Registrars, supervisors and practice staff
- External and internal clients and suppliers including external users of the premises
- Other industry stakeholders.

4.6 Scope of authority

Delegated authority within the role and reporting back to the COO.

5. Qualifications

5.1 Education

- Relevant tertiary education or undergraduate/post graduate qualifications in administration.

5.2 Experience

- Requires relevant and current experience in education and/or training environment.
- Legal assistant background and/or training is desirable.

5.3 Other qualifications/licences

- Unrestricted motor vehicle licence (essential)

6. Document Information

6.1 Source documents and cross references

GP Synergy Policies, Procedures and Employment Contract

6.2 Revision history

The following table shows the changes that have been made to this document.

Reviewer	Date	Comments
GV	January 2017	Developed
ADMIN	July 2017	Update to Safety and Security
ADMIN	August 2018	Logo and format update