

Position Description

Executive Assistant

Location Bentley Park	Reporting To Chief Governance and Strategy Officer
Direct Reports Nil	Award / Agreement Individual Contract

Position Objective

The Executive Assistant provides high-level administrative and organisational support to the Chief Executive Officer (CEO) and the Executive Leadership Team (ELT), ensuring the seamless coordination of activities across the Executive Office. This role is pivotal in creating an organised, efficient and connected executive environment - one that anticipates needs, manages priorities and enables the CEO and ELT to focus on strategic outcomes. The Executive Assistant represents the Executive Office with integrity, discretion and alignment to SwanCare's values and standards.

Responsibilities

1. EXECUTIVE SUPPORT

- 1.1. Manage calendars, including scheduling appointments, prioritising commitments and ensuring briefing materials and follow-up actions are completed.
- 1.2. Prepare and coordinate correspondence, reports and presentations on behalf of the CEO and ELT.
- 1.3. Screen, manage and respond to incoming communication and enquiries with discretion and professionalism.
- 1.4. Liaise with internal and external stakeholders, including Board members, government agencies, sector partners and community representatives.
- 1.5. Coordinate and manage travel, accommodation and event logistics for the CEO and ELT.

2. OFFICE AND ADMINISTRATIVE COORDINATION

- 2.1. Maintain efficient office systems and ensure consistent document management across the Executive Office.
- 2.2. Manage procurement, credit card reconciliations and administrative accounts for the executive office.
- 2.3. Coordinate corporate events and functions, including invitations, catering, logistics and setup.
- 2.4. Assist with onboarding and induction for new Executive and Board members, including system access, technology setup and welcome materials.
- 2.5. Contribute to continuous improvement initiatives, identifying and implementing efficiency opportunities across workflows and administrative processes.

3. COLLABORATION

- 3.1. Promote a professional and cohesive working environment within the Executive Office.
- 3.2. Foster collaboration across all business areas, ensuring alignment with SwanCare's values and strategic priorities.

4. ANY OTHER DUTIES

- 4.1. Actively participates in the maintenance of a safe work environment.
- 4.2. Actively participates in quality improvement activities.
- 4.3. Actively participates in regular supervision and other performance related reviews.
- 4.4. Undertakes any other duties as requested / directed to meet operational needs.

Key Capabilities

Capability Area	Expected Standard
Organisation & Planning	Demonstrated ability to anticipate needs, manage multiple priorities, and ensure deadlines are met with minimal supervision.
Communication	Exceptional written and verbal communication skills with the ability to engage confidently with stakeholders at all levels.
Confidentiality & Discretion	Handles sensitive information with integrity, confidentiality and sound judgement.
Attention to Detail	Demonstrated accuracy and thoroughness across documentation, scheduling and reporting.
Systems & Technology	Highly digitally literate. Advanced proficiency in Microsoft 365 (Outlook, Teams, SharePoint, Excel, Word, PowerPoint) and experience with digital collaboration tools such as BoardEffect, Diligent, or equivalent. Comfortable managing digital workflows and troubleshooting access issues.
Professionalism	Represents the CEO and organisation with maturity, diplomacy and a customer-focused mindset.

SwanCare Behaviour Standards

SwanCare Behaviour Standards



Together in Action

We achieve more when we work as one team.

- Collaborate openly and supportively.
- Share knowledge, ideas and effort.
- Respect each other's roles and contributions.
- Step in to help and celebrate collective success.



Integrity Always

We earn trust by consistently doing the right thing.

- Act honestly, ethically and transparently.
- Follow policies, procedures and legal requirements.
- Take responsibility for commitments, decisions and outcomes.
- Speak up about risks, concerns or misconduct.



Exceed Expectations

We go beyond meeting needs to provide exceptional experiences.

- Deliver excellence in care and services.
- Act with empathy and attentiveness.
- Strive for continuous improvement and innovation.
- Enrich a life with every interaction.



Belonging & Respect

We create communities where everyone feels valued and included.

- Welcome and respect all cultures, beliefs and identities.
- Support community members' independence and choice.
- Foster safe, inclusive and supportive environments.
- Actively contribute to our positive community spirit.

Selection Criteria – Executive Assistant

Essential

1. Minimum 2 years' experience in an executive support or administrative coordination role.
2. Advanced digital literacy and systems proficiency. Confident navigating multiple software platforms, troubleshooting access issues, and supporting others with system use.
3. Demonstrated experience in diary management, event coordination and meeting support.
4. Demonstrated commitment to customer service both internal and external
5. Demonstrated ability to work unsupervised, as well as part of a team
6. Ability to undertake multiple tasks concurrently and meet deadlines in a high-pressure environment.
7. Highly developed organisational skills including ability to manage time well and identify priority tasks and meet deadlines
8. Highly developed interpersonal and communication skills, including the ability to work in a close team environment and across the organisational structure
9. Negotiation and conflict resolution skills
10. Ability to maintain non-disclosure of confidential and sensitive information
11. Australian Citizenship or permanent resident status.
12. Acceptable National Police Certificate.

Desirable Criteria

- Certificate or Diploma in Business Administration or equivalent experience.
- Experience supporting senior executives within a complex organisation, preferably in health, aged care, or not-for-profit sectors.
- C Class driver's license

Employment considerations

To be considered for a position at SwanCare applicants must be able to satisfy the following appointment prerequisites by providing:

- Completion of 100-point identification check.
- Production of a valid Police Clearance of no more than 12-months old.
- Have the appropriate rights to work in Australia.

This position description may be amended from time to time by the company. This document reflects the major accountabilities and responsibilities of this position and is not designed to be prescriptive in nature. Personnel can therefore expect to undertake other reasonable duties in addition to those identified as requested by your supervisor.

All requirements in this document are in addition to those stated in your Employment Agreement and Letter of Offer.

CERTIFICATION

I confirm that I have read, and I understand the requirements as detailed in this document. I understand that by signing this document I agree to perform my duties to the best of my ability, and I also agree to comply with all policies, procedures and work instructions. I further understand that by failing to adhere to my commitment, that it may result in my employment being reviewed.

Occupant Name:

Signature:

Date: