

Position Title: Executive Assistant	Business Unit: Office of the CEO
Reports To: Chief of Staff	Direct Reports: No
Employment Type: Full Time	Classification: Level 5 General Staff – Education Services (Post Secondary Education) Award 2020
Budget responsible for: N/A	Location: Wellington Street Campus
Purpose of the Role	
<p>The Executive Assistant is responsible for providing high level executive support to the executive team, including the Chief Executive Officer. The role delivers professional standards in office administration, communications, corporate governance, financial transactions, project support and travel coordination.</p> <p>Acting as a key liaison and representative for the effective operations of the executive team, the Executive Assistant is a pivotal contact across every team, corporate board members, industry partners and Collarts friends. The Executive Assistant contributes to organisational rhythm, governance integrity, and cross-functional alignment by managing relationships, timelines and reporting channels at the executive level.</p> <p>They will role model the Collarts values, support the executive team in the achievement of the Strategic Plan and represent the Collarts brand through every form of communication. Looking for opportunities for us to improve, the Executive Assistant will readily make suggestions or take proactive steps using their initiative to execute business improvements.</p> <p>This position is based at the Wellington Street campus in Collingwood with a requirement to be present and visible at the other campuses on a regular basis. In this role there may be occasional times when working outside of normal hours is necessary to coordinate events, meet project deadlines or operational needs.</p>	
Strategic Goals the role contributes to the success of achieving	
<p>We will be the employer of choice, particularly for creative industry academics, attracting, retaining and developing top talent in our fields. We will have the best mentors, teachers, guides and coaches championing students for a lifetime of success.</p> <p>We will lay the groundwork for a consolidated campus footprint from 2028, bringing staff and students together for a one-Collarts campus experience. We will continue to invest in both online and on-campus infrastructure, mindful of our commitment to be experience-rich and materials light.</p> <p>We will be relentless in our pursuit of seamless, efficient ways of working, leaving creativity for the classroom. Our operations roadmap and financial plan will focus on taking the effort out of administration and delivering improved, sustainable margins.</p>	

Key Outcomes

- High quality governance meetings, with terms of reference, agendas, attendance, actions and follow up
- Supported executive team, assisted with diary management, correspondence, credit card reconciliations, travel and other key admin processes
- Smooth-running administration of key head office functions, including hosting meetings, welcoming guests, organising supplies and catering
- Assisted monitoring of operational milestones and progress on the strategic plan
- Successful efficiency initiatives that streamline administration and executive team processes
- High quality reporting and insights, focussed on the measures outlined in the strategic and business plans
- Collaboration, strategic alignment and engagement across work units, fostering a partnership approach for success
- Timely, purposeful communication and shared ownership of priorities
- Highly engaging staff initiatives, supporting improvements to workplace and culture

Key Accountabilities

The following accountabilities are not exhaustive, and others may be included as directed and in alignment with the role classification level.

Executive Support

- Provision of high-level secretarial and administrative support including effective management of diary, emails and phone calls; meetings preparation; agenda and minute taking, and actions follow up as required, preparing correspondence, documents, presentations and reports as directed and coordinating travel arrangements.
- Provision of finance support utilising financial management systems including monitoring and reconciling corporate credit cards, expense reimbursements, online requisitioning, processing payments and invoices as required.
- Schedule meetings for the Corporate Board, Academic Board, and relevant sub-committees.
- Provide governance support across a range of committees and working groups, including minute-taking, agenda coordination, and documentation as required. Specific committee responsibilities may vary depending on business needs and portfolio alignment.
- Collate and support creation of regular and ad hoc written reports and quality audits on behalf of the executive team.
- Plan and coordinate all requirements for relevant meetings and functions including catering.
- Communicate with internal and external clients on behalf of the executive team and deliver high levels of customer experience.
- Contribute to the smooth running of the head office, improving communication across teams, finding opportunities to improve key processes and adding value through staff engagement.
- Develop and maintain networks of administrative contacts with other Colleges and Universities relevant to Collarts.
- Ensure a professional and efficient approach to the management of administration and services including demonstrating high-level competency in office administration and systems including the Microsoft Office suite of programs, database systems and online meeting platforms.
- Respond to a diverse range of situations and enquiries, exercising judgement and discretion in dealing with confidential and sensitive matters and referring matters appropriately.

- Draft and coordinate internal executive communications, including briefing notes, team updates, and cross-functional messaging aligned to institutional strategy.
- Work closely with the CEO to prepare written materials and presentations for internal and external audiences.
- Coordinate stakeholder engagement logistics and communications on behalf of the CEO, including preparation of board member profiles, briefing documents, or visit programs.

Project Coordination

- Provide administrative and/or coordination support for other meetings and special projects and events.
- Provide ad hoc administrative and project management support to the CEO and executive team including diary management and scheduling, purchasing and other financial processes, staff recruitment, performance review cycles and staff engagement events and activities.
- Act as a Smartsheet administrator for executive planning and operational tracking, providing guidance and structure for high-priority initiatives.
- Facilitate the successful execution of initiatives across the CEO and executive team's portfolios, proactively identifying risks, dependencies, and opportunities for improvement.
- Assist in the preparation and delivery of strategy and professional development days, including logistics, content coordination, and follow-up actions.

People and Culture

- Support the executive team in building a positive, connected, and high-performing culture by coordinating communication rhythms, events, and team engagement initiatives.
- Contribute to staff experience by assisting with onboarding and induction planning, internal staff recognition, and executive visibility.
- Partner with the Chief of Staff on people administration, recruitment, organisational change communications, and workplace culture projects.

Compliance

- Maintain full compliance with all relevant legislation and regulations, including but not limited to:
 - education legislation such as HESF, ESOS and the requirements of CRICOS / National Code,
 - quality standards issued by education regulators TEQSA and ASQA,
 - consumer protection and human rights legislation including anti-discrimination protections, and
 - workplace health and safety legislation and associated safety instructions.

Selection competencies

Essential competencies

- Education, training and/or subsequent relevant experience equivalent to completion of a degree with at least 2 years subsequent relevant experience; or extensive experience in business administration or another relevant stream
- Proven effective administration skills at executive level, with the ability to prioritise workloads, to maintain confidentiality and attention to detail.
- Demonstrated experience exercising discretion and confidentiality with sensitive company information.
- Proven initiative and organisational skills of a high order, together with the ability to work independently and flexibly to complete tasks within required timeframes and engage in effective teamwork.

- Proven high level interpersonal, oral and written communication skills including the ability to utilise a range of computer programs to produce reports, correspondence and presentations.
- Demonstrated ability to communicate sensitively and effectively for proper negotiation and consultation.
- Demonstrated strong customer service skills and cultural competency, attention to detail, can-do attitude and culture of serving others with empathy, high quality, excellence and dignity.
- Demonstrated ability to coordinate strategic projects, develop, advise and support implementation of recommendations.
- The ability to successfully obtain and hold a Working with Children Check.

Desirable competencies

- Experience in coordinating projects
- Contemporary knowledge of Higher Education student and academic administration and the legislation and regulation that governs it

Our Collarts Values

All employees are required to conduct themselves in accordance with the Code of Conduct and associated Human Resources policies and uphold Collarts core values of:

CURIOSITY Play, have fun, try new things, experiment, adapt and learn. Accept ambiguity and uncertainty. Embrace nuance and complexity. Ask questions and be open minded.

KINDNESS Get to know people, be gentle and respectful. Ask for help and help others. Be generous, humble and compassionate. Make kindness the currency of authentic relationships.

CONNECTION Share information freely, listen deeply and be honest. Invite people in. Build trust. Find collaborators who yearn for the same things. Have faith in the power of the team.

COURAGE Take risks. Be ambitious and determined. Find your voice: speak up and be vulnerable. Persevere. Practise progress over perfection. Make failure a step towards success.

MASTERY Immerse in the creative process. Find your thing: show grit in the face of struggle. Hone your craft and artistry. Challenge yourself in the relentless pursuit of excellence.