

Corporate Support Officer

Position Level	Specialist	Department	CEO Office
Location	Adelaide	Direct/Indirect Reports	Nil
Reports to	Chief Executive Officer		

■ Position Level Descriptor

A Specialist is a technical expert in a specific functional/discipline area. They are a leader within the organisation who contributes to the delivery of business strategies. They accept accountability for the delivery of targets within their function. They support the development of other people and the desired culture as well as the growth of the business. They monitor, measure and manage business KPIs and use their specialist knowledge to continuously improve processes to respond to current and future needs.

■ Position Summary

The role of the Corporate Support Officer is responsible for the provision of confidential and efficient administrative and operational support to Chief Executive Officer (CEO), Senior Leadership Team, and the Board.

■ Position Responsibilities

Executive Support

- Provide a full range of high level confidential executive administration services.
- Prepare high quality documentation, reports, and correspondence to support the Senior Leader's strategic and day-to-day responsibilities and activities.
- Confidentially manage telephone calls, information, responses, and recommendations to and on behalf of the Senior Leadership Team and communicate and/or co-ordinate instructions with various individuals and stakeholders, internally and externally, and at all levels.
- Manage the diary of the Senior Leadership Team as required, and the coordination of internal and external meetings including meeting rooms, technical equipment requirements and calendar/availability of all participants.
- Provide administrative and coordination support for internal and external meetings including developing meeting agendas, writing minutes, and distributing key documents to meeting attendees.
- Under the direction of the Senior Leadership Team, coordinate the input of team members in the development of key reports, including Board and Board Committee operational reports, external reporting and ad hoc reports as required.
- Provide proactive support for audits and document control.

- In partnership with the CEO manage credit card acquittal for the CEO and the approvals of the Senior Leadership Team's credit cards.
- Support the coordination of projects and Senior Leadership Team led initiatives.
- Coordinate and develop various projects as delegated by the Senior Leadership Team.
- Manage travel and accommodation for Senior Leadership Team as required.
- Provide support and guidance to other administrative staff as required.
- Provide administrative support to the Senior Leadership Team as required.
- Develop and administer appropriate office systems and processes to ensure the efficient and effective operation of the office, whilst identifying any opportunities for improvement.

Board Support

- Provide administrative and support functions to the Board and Board Committees as required including preparation and dissemination of correspondence, agendas and Board papers.
- Attendance and minuting of all Board and Committee meetings.
- Update and maintain Board registers (e.g., training, resolutions, conflicts of interest, etc) and action items for all Board and Committee meetings.
- In conjunction with the CEO, arrange the orientation and induction of new Board members.
- Arrange Annual General Meetings, Special Board Meetings or Circular resolutions, including notification, correspondence, set-up arrangements and agenda in accordance with the Guide Dogs SA/NT Constitution.
- Provide support to the CFO with matters such as adherence to Board policies and procedures, Board agendas and papers, corporate governance and compliance with ASIC, ACNC and the Corporations Act 2001.
- Provide support in obtaining signatures from Directors for contracts, declarations, minutes, etc as directed by the CEO or CFO.
- Organise hospitality and catering as required.

Event Organisation

- Organise and manage internal events, hospitality and catering as required.

Other

- Coordinate staff uniform ordering and stock.
- Undertake other duties as reasonably requested by the Senior Leadership Team.
- Ensure all activities undertaken comply with the relevant Acts, legislative requirements, Guide Dogs SA/NTs code of conduct and associated policies and procedures.
- Participate in the maintenance of a professional office environment and enhancing a culture consistent with the organisation's values.

- Build a sound knowledge of organisation's operations and key relationships.
- Seek learning opportunities and maintain own professional development.
- **WHS**

As an employee of GDSA/NT, you shall take reasonable steps to:

- Ensure the health and safety of yourself and others at all times;
- Comply with all GDSA/NT policies, procedures and reasonable instructions as advised, and;
- Participate in, and contribute to, all health and safety:
 - training;
 - forums for consultation;
 - risk assessments;
 - inspections and/or audits;
 - investigations, and/or;
 - other related activities, as advised.
- Report hazards, incidents and near misses to your Leader as soon as practicable, and within 24 hours, and;
- Demonstrate a commitment to fostering a positive, proactive work culture, particularly in relation to health and safety management.

■ Position Selection Criteria

Technical Competencies

- Highly developed written communications skills.
- Experience in preparation of business documents including agendas, minutes proposals, presentations, reports and professional correspondence.
- Advanced MS Office software skills and confident use of teleconferencing and other office technologies.

General Competencies

- Experience in a Corporate Support or Executive Assistant role providing high level Board support.
- High personal organisation and time management.
- Ability to prioritise and work under pressure.
- High attention to detail.
- Proactive and solutions focussed.
- Independent and self-guided.

- Influencing skills and proven ability to develop effective and cooperative working relationships with internal and external stakeholders.
- Ability to maintain confidentiality and discretion with issues of a sensitive nature.
- Experience in and understanding of business protocols within a government or Not for Profit organisation (desirable).

Qualifications/Licences

- N/A

■ General Conditions

All Guide Dogs staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements, where required
- Adhere to the Values of Guide Dogs Association of SA/NT Inc. which are converted into the below behaviours and assessed on an ongoing informal basis, and formally through the Professional Development Plan process.
- Guide Dogs SA/NT is a smoke free workplace. This includes buildings, vehicles and events.

Accepted by Employee:

_____/_____/_____
Signature Print Name

Approved by Manager

_____/_____/_____
Signature

■ Guide Dogs Association of SA/NT Inc. - Values

Achievement | Delivering outcomes

- Delivering our services to the highest possible standard
- Delivering results that have value for customers
- Delivering on time as promised
- Recognising and celebrating achievements
- Holding ourselves accountable.

Collaboration | Actively engaging with others

- Working together to achieve our goals
- Working in partnership with other teams
- Seeking the input of others in matters that impact them
- Sharing our expertise and knowledge freely
- Actively listening to others.

Integrity | Ethical, honest and respectful

- Respecting the uniqueness of individuals
- Transparent in our communication
- Acting in the best interests of customers
- Doing what we say we will do
- Non-judgemental in our dealings with others.

Fun | Creating an energetic, enjoyable place for ourselves and others

- Showing enthusiasm for what we do
- Balancing life and work
- Contributing to a vibrant working environment
- Supporting and encouraging one another
- Creating opportunities for celebration and camaraderie.

Innovation | Forward thinking

- Open to new ideas
- Solutions-focused
- Taking responsibility for developing ourselves
- Proactively seeking new ways to create value for customers and the organisation
- Continually looking for ways to improve our services.