

## POSITION DESCRIPTION

<b>Position Title</b>	Executive Support Officer
<b>Program</b>	Transformation & Impact
<b>Employment Status</b>	Full Time
<b>Tenure</b>	Ongoing
<b>Classification</b>	
<b>Position reports to</b>	Director Transformation & Impact
<b>Location</b>	Thomastown & Heidelberg, <i>on the lands of the Wurundjeri people</i>

Kids First is a child, youth and family services provider and early years education specialist. We have proudly been at the heart of community care in Victoria since 1896.

Our proud history is matched with a progressive mindset as we continually deliver Australian-first and sector leading programs designed to strengthen family relationships, support healing and recovery from trauma and set children and young people up for brighter futures.

We nurture an inclusive and rewarding culture that attracts and retains talented people, bound to a common purpose. Built on our legacy of more than 125 years of community service, we actively support our people to make a significant difference to the lives of children, young people and families. Every. Single. Day

Kids First is a child safe organisation and is committed to maintaining a child safe environment for children and young people who access our services.

As an Equal Opportunity employer, we respect and value diversity and inclusion. We welcome everyone to apply, regardless of age, ethnicity, cultural background, gender, sexual orientation, religious affiliation, and physical ability. Reasonable adjustments will be made for people with disabilities where operationally viable.

### Our Purpose

Every day we will work together to improve the life trajectories of children and young people, and maximise positive outcomes for them and their families.

### Our Values

Our HEART values encapsulate the way we work together and partner with children and families to bring positive and



**Hope**  
We believe that change is possible and achievable



**Empowerment**  
We build on people's strengths and support their ability to make positive changes in their lives



**Accountability**  
We are open and transparent in everything we do



**Respect**  
We value all people



**Trust**  
We act in an ethical, inclusive, professional and open manner

sustainable outcomes.

## Position Purpose

The primary purpose of the Executive Support Officer is to provide high-level administrative, project, and strategic support to the Director Transformation and Impact, to help them achieve organisational goals. This role is crucial for ensuring the efficient operation of the transformation and impact directorate, particularly in supporting Kids First's pursuit of Service Excellence.

The Executive Support Officer will therefore, at times, also be required to support other Executive members, to facilitate the delivery of business operations and to support their achievement of organisational objectives.

## Organisational Relationships

<b>Supervisor</b>	<ul style="list-style-type: none"><li>• Director Transformation &amp; Impact</li></ul>
<b>Direct Reports</b>	<ul style="list-style-type: none"><li>• Nil</li></ul>
<b>Internal Relationships</b>	<ul style="list-style-type: none"><li>• Chief Executive Officer</li><li>• Executive Team</li><li>• Direct Reports</li><li>• All staff</li></ul>
<b>External Relationships</b>	<ul style="list-style-type: none"><li>• Key Stakeholders including, government, corporate, community and fundraising/ philanthropic stakeholders</li><li>• Professional networks</li></ul>

## Key Responsibilities

### Strategic Support:

- Analyse requests and take decisive action to prioritise tasks and optimize the executive's time and focus on achieving strategic objectives.

### Project Support:

- Contribute to projects by managing events, maintaining knowledge management systems, and supporting strategic plans.
- Assist with special projects and initiatives as assigned by the executive.
- Coordinate with various departments to ensure project deadlines are met.

### Stakeholder Management:

- Build and maintain strong relationships with key stakeholders to ensure collaboration and smooth operations.

### Communication:

- Act as a point of contact for the executive, manage high-level communications, and maintain relationships with internal and external stakeholders.
- Organise and maintain records and documents, ensuring confidentiality.

### Administrative and Secretarial Support:

- Manage diaries, coordinate meetings, book facilities, and handle correspondence.
- Assist in budget preparation and tracking expenses.
- Handle financial documents, invoices and reimbursements.

- Research, analyse, and prepare reports to support executive decision-making.

**Quality and Risk Management:**

- All Kids First employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety in the workplace.

**Capability Framework – key selection criteria**

<b>Formal Qualifications</b>	<ul style="list-style-type: none"> <li>• certificate or diploma in business administration, office management, executive assistance or project management.</li> </ul>
<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Strong project management experience</li> <li>• Efficiently managing schedules, calendars, and appointments for executives.</li> <li>• Prioritising tasks and handling multiple responsibilities simultaneously.</li> <li>• Maintaining meticulous records and documents for easy retrieval.</li> <li>• Demonstrating diplomacy and tact when dealing with sensitive information.</li> <li>• Handling confidential and sensitive information with utmost discretion.</li> <li>• Respecting the privacy of executives and sensitive organisational matters.</li> <li>• Conducting research and gathering relevant information to aid executive decision-making.</li> <li>• Preparing well-structured briefings, reports, and presentations for executives.</li> <li>• Effectively managing time to meet tight deadlines and handle unexpected situations.</li> <li>• Demonstrating adaptability and flexibility in a fast-paced and dynamic work environment.</li> <li>• Identifying challenges and proposing practical solutions to support executives.</li> <li>• Thinking critically and making informed decisions when required.</li> <li>• Excellent communication with skill in written and verbal communication, including drafting reports and managing correspondence.</li> <li>• Interpersonal Skills with ability to build rapport and maintain professional relationships with various stakeholders.</li> <li>• Analytical Abilities with competence in research, analysis, and the ability to collate information for decision-making.</li> <li>• Strategic Thinking with the capacity to understand and contribute to organisational strategic objectives.</li> </ul>
<b>Other Selection Criteria</b>	<ul style="list-style-type: none"> <li>• Current Victorian Working with Children Card</li> <li>• Willingness to undertake a Police Check</li> <li>• A good understanding of or willingness to learn about Aboriginal culture, values and protocols and a demonstrated capacity to work in a culturally informed and respectful manner.</li> </ul>

**Inherent Physical and Psychological Demands**

<b>Activity</b>	<b>Frequency – Daily Regular Occasional</b>
Sitting at a desk or computer for extended periods	Daily

Typing and data entry (including preparing meeting papers, minutes, etc.)	Daily
Handling sensitive and confidential information, requiring discretion and professionalism	Daily
Maintaining attention to detail in document preparation (minutes, agendas, compliance records, etc.)	Daily
Attending meetings which may include moving between different locations	Frequently