

POSITION DESCRIPTION

POSITION TITLE:	Office Manager - Executive Support		
EMPLOYEE ID:		DEPARTMENT / LOCATION:	Executive Office
EMPLOYMENT MODE:	Permanent	EMPLOYMENT TYPE:	Full-time 38 hours pw
AWARD CLASSIFICATION:	Educational Services (Post-Secondary Education) Award 2020 General Staff Level 6		
SALARY:	TBC, depending on qualifications and experience.	HOURLY RATE:	TBC
REPORTING RELATIONSHIP:	Reports to the President NTI. Supervises administrative staff		

PRIMARY POSITION PURPOSE:		
<p>The Office Manager – Executive Support is responsible for the high-quality and professional delivery of operations of the Office of the NTI President, including assistance with internal and external communications. They will provide high level executive and secretarial support, including diary management, to both the President and the Academic Dean. They will also provide administrative assistance to the Board of Directors as required.</p> <p>The Office Manager – Executive Support will develop, implement and maintain best practice administration, rigorous record management and business systems, including efficient and effective collaboration and reporting strategies. They will ensure that the Institute can easily comply with and adhere to regulatory reporting requirements.</p> <p>The Office Manager – Executive Support will coordinate human resource processes, providing detailed advice on a range of human resource issues and manage the payroll processes of the Institute.</p> <p>The incumbent Supervises and mentors administrative staff within the Executive Office</p>		
QUALIFICATIONS:	EXPERIENCE:	SKILLS:
A tertiary qualification in Human Resource or business administration or an equivalent combination of relevant experience and education/training	Experience working in an executive support role and diary management Experience in human resources/payroll Experience managing staff	Minute taking Microsoft Office suite with strong skills in Excel, Word, PowerPoint, Word, Teams, Outlook Ability to be agile and learn new systems quickly.
CRITICAL COMPETENCIES:		
1	Problem solving	Investigate issues within policy, propose solutions and process enhancements for future prevention

		The ability to interrogate legislative framework, reports and data to suggest solutions to operational needs
2	Critical thinking	Ability to think creatively and process knowledge beyond an immediate solution
3	Scenario Analysis	Ability to complete sensitivity analysis, propose best practice solutions.
4	Report writing	Under the direction of the President, and also assisting the Academic Dean, prepare and distribute reports, papers and committee minutes. Prepare operational reports as required
5	Cross-functional collaboration	Work within teams representing multiple functional departments
6	Stakeholder relationship management and communication	Maintain professional working relationships with managers, students, contractors, suppliers, etc Ensure that the President's schedule is managed with appropriate networks developed maintained and supported and that the President is appropriately briefed in advance of meetings or other engagements.
7	Professionalism and ethics	Conduct oneself in a professional manner, conduct tasks with transparency, adhere to company and professional board code of conduct standards Ensure that confidentiality is maintained to the highest standard
8	Knowledge	Knowledge and application of applicable standards relating to internal and external policies, regulations and legislation that apply to an institute of higher education. Knowledge and application of NTI administrative policies, Fair Work Australia and Higher Education legislation framework, relevant Awards, WHS, EEO.
9	Policy and compliance	Works within relevant legislation and company policy and procedure framework Ensure best practice administrative systems and policies are developed and maintained
10	Technological expertise	Ability to use systems to complete job functions and identify and implement efficiencies within processes High level skills in administrative/HR systems and an ability to adapt to new technologies and systems

TASK DESCRIPTIONS

- Manage the Human resources function of the Institute, seeking guidance and advice where required from external experts and industry/government bodies, and maintaining appropriate records.
- Working with the Accountant, manage the payroll of the institute, ensuring correct reporting and regulatory compliance
- Mentor and supervise administrative staff within the Executive Office
- Maintain the diaries of the President and the Academic Dean – arranging time and meetings (including travel and accommodation as necessary) and managing workflow (as well as the flow of information) according to strategic objectives
- Provide broader executive support such as preparing documents, presentations and reports as needed
- Provide end-to-end Secretarial support – arrange logistics, assist with Board and Committee schedules and agendas, papers, registers, and attend meetings to take minutes for review and distribution. Supporting Board, Committee and Executive meeting cadence, follow-ups and communications
- Refine and develop existing administrative systems, processes and procedures
- Ensure that the ethos and values of NTI are actively supported in your work
- Ensure the highest level of confidentiality

Essential Criteria:

- A tertiary qualification in Human Resources or Business Administration or an equivalent combination of relevant experience and education/training.
- Demonstrated experience working successfully in an executive support role and providing diary management.
- Experience with HR management processes, and an understanding of human resources concepts and a demonstrated capacity to advise on the development of HR policies, manage payroll, record-keeping, and reporting at a high standard.
- Experience and/or training in basic accounting and finance processes, terminology, and appropriate record-keeping.
- A demonstrated capacity to develop and maintain administrative systems and processes and the capacity to be agile in your approach to work.
- Excellent communication and interpersonal skills, including the ability to liaise with a range of internal and external stakeholders to achieve successful outcomes as an integral part of a cohesive team.
- Demonstrated ability to action complex tasks and meet deadlines.

- Experience supervising and mentoring staff

Desirable Criteria

- Experience working in a tertiary or higher education environment

AUTHORISATIONS	SIGNED	DATE
President: Prof. Alistair Noble		