

Position Description

Position Title Executive Assistant and Office/HR Administrator

MISSION STATEMENT / CORE BUSINESS STATEMENT

To be Australia’s pre-eminent outdoor mountain resort for all seasons – for play, rest, work or invest.

Falls Creek is Victoria’s largest alpine resort and a major tourist destination in North-Eastern Victoria. The resort is set at an altitude ranging from 1210 to 1830m and bounded on all sides by the Alpine National Park.

The Falls Creek Alpine Resort Management Board is accountable for the development, promotion, management, and use of Falls Creek’s 1,535 hectares. Appointed by Victoria’s Minister for the Environment, the Board operates under the *Alpine Resorts (Management) Act*, which sets out the objectives for the management of Victoria’s alpine resorts and aligns with the Victorian Government’s Alpine Resorts Strategy.

The **Executive Assistant and Office/HR Administrator** position supports the Executive Team providing administrative, secretarial and project support to the Chief Executive Officer, Executive Leadership Team, Board and Board Committees, coordination of office operations and HR administration.

Position Details	
Reporting to	CEO
Direct Reports	Nil
Liases with internally	CEO, Executive Leadership Team, organisational staff, Falls Creek Alpine Resort Management Board and relevant sub-committees
Liases with externally	Key Stakeholders, equivalent members of other organisations, local clients, suppliers of goods and services, General Public Offices of Government agencies
Purpose of the Position	<p><u>Executive Assistant</u></p> <p>This position is responsible for the delivery of timely, efficient, professional and effective high level office administration, executive support, information co-ordination and confidential secretarial support service for the Chief Executive Officer, Executive Team, Board and Board committees.</p> <p>Major challenges include:</p> <ul style="list-style-type: none"> • Dealing with high level, urgent and confidential issues; • Managing varied and conflicting demands to meet agreed standards and timelines; • Co-ordinating administrative processes to deliver decision-making outcomes; • Developing appropriate systems, procedures and controls to enhance the accuracy, timeliness and presentation of workflow for the Executive Team and members of the Falls Creek Alpine Resort Management Board ('the Board'); • Maintaining a high level of confidentiality; • Undertaking research on a range of projects and initiatives and preparing quality reports • Establishing effective working relationships and high standards of customer service; • Arranging and preparing whole of department business gatherings of a

formal or informal nature, and

- Arranging itineraries, meetings, gifts, etc., for visitors when required by the Chief Executive Officer

This position will receive routine general direction from the Chief Executive Officer and Executive Team and undertake independent work depending on the incumbent's experience and the tasks involved. This position establishes a course of action for itself in order to accomplish a specific goal.

The incumbent:

- Prioritises workloads and requests within agreed standards and timelines.
- Identifies, within the context of the position, those emerging issues and events in need of organisation and attention and initiates appropriate action.
- Exercises discretion with regard to visitors, callers and requests for information.
- Works independently during their manager's absence and acts as a coordinator to gather and transmit information to ensure their manager is informed about ongoing management issues.
- The occupant will use initiative, analytical skills, problem solving skills, interpersonal and communication skills to achieve effective outcomes.

Decisions and recommendations are constrained by Falls Creek ARMB policy and practice, the impact of decisions on customers and the directions set by the business plan.

The position will clarify and resolve problems using established procedures defined through organisational requirements. Problem resolution is structured by management systems, referral to supervisors, information technology standards, legislation, and equipment. More complex problems will be referred onwards; however, it is expected that the incumbent will work collaboratively as a developmental and learning exercise in order to increase their own knowledge and expertise.

Safety Roles and Responsibility:

- Personally follow established work procedures (as per training)
- Ensure immediate work area and equipment is maintained and used safely (as per training)
- Report any safety concerns and/or incidents immediately to management
- Contribute to FCRM safety activities and assist FCRM to continually improve overall safety performance and standards
- Take reasonable care for own personal safety and safety of others

This role is being engaged to assist the organisation in redeveloping its internal office, records and human resource management policies and processes following its recent insourcing of these essential business areas.

Governance Support

The incumbent will be supporting the corporate governance and compliance requirements of the organisation through the development and up keeping of registers, alignment of information, compliant record management, drafting simple policies and work practices, and the preparation of reports.

HR Administrator

This position will also provide administrative assistance to the human resource processes in all business divisions. This will include record-keeping, file maintenance, issuing and tracking documentation, HRIS data entry, and answering employee queries as they arise.

Support will be required for the development and implementation of HR initiatives and systems, and the review and counselling of policies and procedures.

	<p>The incumbent will be actively involved in the recruitment process by preparing job descriptions, posting advertisements and managing the hiring process.</p> <p><u>Office Management</u></p> <p>Office focused tasks such as the scheduling of meetings, appointments and room bookings, and the provision of general support to visitors will be required, as needed.</p> <p>The incumbent will be required to liaise with Managers to organize the office layout and coordinate the ordering of equipment, maintaining the office condition and arrange necessary repairs. The position will be the point of contact for employee queries regarding office management issues.</p> <p><u>Accommodation Management</u></p> <p>This position will be the central liaison officer for all booking inquiries in relation to FCRM accommodation. Preparing, reviewing and managing booking schedules, Booking Confirmation Details, Terms and Conditions of Use, and Accommodation Agreements for both internal and external stakeholders will be required.</p> <p>The ATS Accommodation Manager Agreement is to be annually reviewed and drafted and the implementation of the ATS Manager duties overseen.</p> <p>Engagement of cleaners, building maintenance and linen supplies will also be managed in a timely and efficient manner.</p> <p>Quarterly reports on FCARMB accommodation use, revenue and expenses, will be prepared for the Board.</p>
<p>Selection Criteria</p>	
<p>Essential Criteria</p>	<ul style="list-style-type: none"> • Completion of a diploma or higher qualification in a relevant area with relevant work experience OR an equivalent combination of relevant experience and/or education/training in a commercial environment (of no less than 3 years). • Demonstrated understanding of HR and other general administrative functions and office practices. • Demonstrated ability to exercise initiative and discretion. • Relevant experience in providing high level administrative support. • Proven skills and experience in using electronic records management systems • Proven skills in using word processing, spreadsheet and presentation software packages. • Demonstrated ability to collect, analyse and present information in a meaningful manner. • Proven skills in organising and maintaining relevant documentation for meetings. • Relevant experience in providing executive officer and minute secretary support to committees. • Demonstrated ability to manage varied and conflicting demands to agreed standards and timelines. • Demonstrated ability to maintain a high level of confidentiality. • Excellent communication skills. • Working knowledge of Occupational Health & Safety & Environmental matters as they relate to work practices • A current driver's licence.
<p>Behaviours Required</p>	<ul style="list-style-type: none"> • Teamwork • Process driven • Honesty and Integrity • Solutions driven • Customer focus • Adhere to human resources policies including anti-discrimination,

	<p>harassment and victimisation policies.</p> <ul style="list-style-type: none"> • Adhere to workplace health and safety policies and proactively contribute in maintaining a safe and clean work environment. • Display a positive attitude and be an active member of the team. • Operate under and observe all Falls Creek Resort Management Policies and Procedures. • Participate in the development of policies and procedures as appropriate. • Attend and participate in all staff meetings and educational sessions as requested. • Treat others with respect. • Follow direction provided by CEO where authorised. • High client focus. 	
Key Performance Indicators	Major Accountabilities:	Performance Criteria:
	Provide confidential secretarial, office and HR administration services to the Chief Executive, Executive and Management teams in a professional, timely and effective manner. In addition, provide support services to the Organisation generally. This includes but is not limited to initiating and ordering supplies and equipment, processing accounts for payment and the coordination, collection and analysis of information for monitoring purposes	Secretarial and administrative services are efficient and timely.
	Maintain meeting schedules and work commitment diaries for the Chief Executive and ensure provision of information and briefing is received in a timely manner prior to meetings. To take and maintain up-to-date and accurate records of results and meeting minutes. Professionally support the time/requirements, diary management and minute taking for the CEO.	The CEO meets work commitments and meeting schedules and is provided with relevant information in a timely manner. Records are up to date and accurate.
	Undertake research and produce reports, correspondence, presentations, meeting agendas, meeting minutes, spreadsheets in a timely and accurate manner, as required	Reports, correspondence, presentations and spreadsheets are delivered on time and without error.
	Provide high-level of administrative support to the Board of Management and Committees.	Provision of efficient Board and Committee administrative support
	Maintain the Resort Office Filing System and CEO filing.	Filing system organised and up to date.
	Coordinate the cleaning, maintenance and provisioning of the Guest Apartment including management of the Guest Booking System.	Guest facilities maintained at an appropriate standard
	Assist with the set up and management of meetings within the	Outcomes achieved compliantly

	Resort of offsite for CEO including the provision of travel arrangements. .	
	Undertake research under CEO instruction and support presentation of research with suitable correspondence and reports.	Outcomes achieved compliantly
	Participate in user group projects and other organisation projects from time to time	Participation and advocacy demonstrated.
	Implement and facilitate the achievement of outcomes in accordance with Falls Creek Resort Management practices including financial/human resource delegations and relevant legislation on Occupational Safety & Health and Equal Opportunity	Outcomes achieved compliantly
Organisational Values	Integrity	Consistent, trustworthy and transparent in the way we do business.
	Vibrancy	Take time to reflect upon the excitement and uniqueness of the environment (both natural and manmade) in which we work.
	Environmentally Aware	Strives to protect and enhance Falls Creek's natural environment, our greatest asset.
	Teamwork	Individual success comes from contribution to team efforts and commitment to team goals.
	Respect for People	Displays mutual understanding and respect for each other as team mates, community members and also for our guests.

I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of Falls Creek Resort Management.

Name _____

Signature _____

Date _____