

# Executive Officer

## HEP Level 7

<b>POSITION NUMBER</b>	G01136
<b>ORGANISATIONAL UNIT</b>	Office of the Vice-Chancellor – Executive Services
<b>POSITION REPORTS TO</b>	Senior Executive Officer, Office of the Vice-Chancellor
<b>OVERALL PURPOSE</b>	<p>As a member of the Executive Services team, this position provides high-level executive, administrative and project support to a member of the Vice-Chancellor's executive team. The Executive Officer must be highly self-motivated, professional and capable of managing their workload and prioritising tasks in a complex and fast-paced work environment.</p> <p>This role acts as the first point of contact between the executive with internal and external stakeholders so a customer-centric and solution-focused approach is critical. They will also provide high-level support in the operational oversight of the executive's portfolio to ensure priorities are met. Working with others in the portfolio, the Executive Officer will be required to produce high quality written material, ranging from management and governance papers, presentations, agenda and minutes through to general correspondence on behalf of the senior executive.</p> <p>This position carries substantial responsibility and requires a broad range of skills and the ability to exercise considerable judgement, initiative, discretion and independence.</p>
<b>ORGANISATIONAL CONTEXT AND RELATIONSHIPS</b>	<p><b>Within the University the position:</b></p> <ul style="list-style-type: none"> <li>◆ works closely with the portfolio leadership team and broader portfolio staff</li> <li>◆ works with other members of the Executive Services team.</li> </ul> <p><b>Outside the University the position liaises with:</b></p> <ul style="list-style-type: none"> <li>◆ External stakeholders relevant to the portfolio's accountabilities</li> </ul>
<b>LOCATION/CAMPUS</b>	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations

### KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

**Deliver** – Excellence results-driven, accountability, problem solving focus.

**Engage** – Customer service mind-set internally, externally and particularly for students.

**Collaborate and Partner** – Build successful relationships, communicate effectively, influence and negotiate.

**Innovate** – Entrepreneurship, growth, continuous improvement, digital transformation. **Lead** – Inspire direction, lead change, manage and develop people.

## OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

### **Commitment to Protecting Country:**

Victoria University honours its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

### **Commitment to Diversity and Inclusion at VU:**

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs. Employees who require adjustments are encouraged to discuss their needs with their line manager.

## ORGANISATIONAL UNIT

The Executive Services team sits within the portfolio of the Office of the Vice-Chancellor. This enables a highly collaborative approach to executive support and a commitment to continuous improvement in the provision of this.

The Office of the Vice-Chancellor is responsible for the leadership and execution of the University's Strategic Plan, 2022-2028: Start well, finish brilliantly. In order to deliver on this the following key functions exist within the Office:

- ◆ Executive Services – provision of executive, administrative and project support to the Vice-Chancellor's executive team.
- ◆ Strategy, Planning and Projects – oversight of the University's Strategy and Operations Planning and Performance Framework as well as project management of major strategic initiatives
- ◆ Governance and Secretariat – leadership and management of the University's Governance Framework.

## MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Provide a range of high level administrative, executive and project services that support the senior executive in fulfilling their major accountabilities and associated tasks.
- ◆ Act as an initial point of contact for the Portfolio for all internal and external enquiries, providing excellent customer service and ensuring effective communication and liaison with all levels of

management across the University and external stakeholders.

- ◆ Proactively plan and organise the Senior Executive's diverse and complex commitments, including events, internal and external committees, meetings with direct reports, travel arrangements, correspondence and communications and other management requirements.
- ◆ Produce high quality presentations, documents, resources, background information, correspondence and other material, as required.
- ◆ Provide project administrative support for major portfolio projects led by the senior executive.
- ◆ Manage all operational aspects of the senior executive's office, often working with other areas including recruitment and appointment of portfolio staff, contracts, invoicing and purchase orders, credit card reconciliation, processing of expenses and travel for the senior executive.
- ◆ Provide of executive/administrative support to high level committees, working groups and boards including the production of high quality agendas, papers and minutes/notes.
- ◆ Provide an effective communication interface between the senior executive and their portfolio staff.
- ◆ Provide support across the portfolio to fill resourcing gaps and identify opportunities for increased efficiencies and service improvements within the portfolio.
- ◆ Implement and apply relevant and applicable policies and procedures to ensure the provision of effective and efficient administrative and organisational support services to the work area.
- ◆ Contribute to continuous improvement of policies, procedures, processes and initiatives in their area of operation.
- ◆ Identify service improvements and opportunities for innovation in the provision of executive support in collaboration with Executive Services peers.
- ◆ When required, provide backfilling support across the Executive Services team.

## **TYPICAL/MAJOR CHALLENGES**

- ◆ High level of judgement, initiative, independence and problem solving skills required in resolving issues and providing advice within the respective portfolio.
- ◆ Work effectively in a dynamic environment that calls for resourcefulness, initiative and responsiveness to new opportunities.
- ◆ Communicate sensitively and manage relationships with key stakeholders, including senior members of the legal and public sectors.
- ◆ Work independently and prioritise work demands to respond to emerging requirements.
- ◆ Exercise judgement to determine when to refer more complex issues to the senior executive with appropriate recommendations for advice or decision.
- ◆ Maintain discretion and strict confidentiality at all times.
- ◆ Operate within University policies, procedures and guidelines.

## LEVEL OF SUPERVISION

- ◆ Operates under broad direction from the Senior Executive Office to the Vice Chancellor and may be required to manage other administrative, technical and/or professional staff.

## PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Knowledge and understanding of policies, regulations and procedures of relevant University and government departments relating to their area of responsibility.
- ◆ Knowledge and experience of MS Suite including Word, PowerPoint and Excel and other digital tools that support workplace productivity.
- ◆ Awareness of University operations, governance and decision-making processes, including quality assurance policies and procedures and other relevant legislative requirements.

## KEY SELECTION CRITERIA

### Essential:

1. Knowledge or Training equivalent to a degree with 4 years subsequent relevant experience or extensive experience and management expertise, or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated experience of working within a complex senior executive setting with multiple, and sometimes, conflicting priorities and the provision of high quality executive, administrative and project support.
3. Strong organisational, time and workload management skills, including the ability to effectively and efficiently coordinate and prioritise tasks to meet competing deadlines.
4. Demonstrated ability to work cooperatively and effectively as part of a high performing team
5. Ability to liaise with people at different levels of seniority, internal and external to the University, and when required, deal with highly sensitive and confidential issues with discretion and professionalism.
6. Highly developed communication skills and interpersonal skills, including the ability to interact effectively with a diverse range of staff and students in a University environment in order to meet the position objectives.
7. Demonstrated ability in the exercise of initiative, judgement, decision making and problem solving.
8. Proven commitment and capacity to deliver quality client/customer service.
9. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including, Health and Safety and Anti-Discrimination responsibilities and complete/attend relevant training.
10. Demonstrates strong leadership in the support and development of VU Values which include:
  - Always welcoming

- Always ethical
- Always sharing the future
- Always together.

**Desirable**

1. Previous experience working at the senior executive level of a University.
2. An understanding of policies and procedures within a tertiary education environment

# Organisational chart: Executive Services

