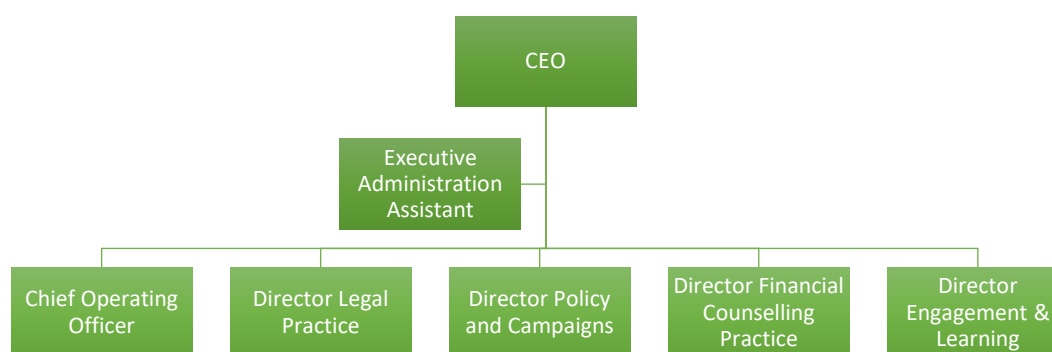


Position Description

Position:	<i>Executive Administration Assistant</i>
Reports to:	<i>CEO</i>
Purpose:	<i>The Executive Administration Assistant will provide high-level administrative support to the CEO and Management Team</i>
Direct reports:	<i>o</i>
Indirect reports:	<i>o</i>
Scope:	<i>This role will support and facilitate the effective administrative and operational support of the CEO and Management Team and will assist in the administration and operations of specific teams as required. This role requires exceptional organisational skills, attention to detail, discretion, and the ability to handle multiple tasks simultaneously.</i>

Organisation Chart:



Responsibilities:

- Provide high-level administrative support to the executive team, including calendar management, travel arrangements, account reconciliation and meeting coordination.
- Prepare and distribute executive correspondence, reports, presentations, and other documentation as required.
- Attend meetings and working groups to draft minutes and record action items.
- Manage incoming calls and correspondence and respond to inquiries in a timely and professional manner.
- Assist the management team and stakeholders to support the timely completion of projects and initiatives.
- Plan and coordinate company events, such as meetings, conferences, and off-site workshops.
- Act as a liaison between internal teams, and external partners.
- Maintain confidentiality of sensitive information and handle such information with discretion.
- Assist with in-person reception duties as required.
- Complete any other discretionary tasks as assigned by the management team.

Qualifications and Experience:

- Tertiary qualification in a relevant discipline such as business or project management (highly desired).
- Demonstrated experience as an Executive and or Administrative Assistant or relevant role (mandatory).
- Experience in the community, legal or social services sector (highly desired).

Key Selection Criteria:

- A knowledge of the general business of Consumer Action and a commitment to our vision and values.
- Strong organisational and time-management skills, with the ability to prioritise tasks effectively.
- Advanced written and verbal communication skills, including the ability to tailor and modify communication to diverse audiences.
- Ability to work collaboratively as a part of a team and individually with a level of autonomy and resilience.
- Meticulous attention to detail and ability to identify errors and solve problems.
- Proven ability to maintain confidentiality and handle sensitive information with discretion.
- Proactive approach to anticipate the needs of the CEO and management team.
- A commitment to social justice principles with the ability to communicate effectively with a diverse client group.
- Proficient in Microsoft Office Suite and other project and productivity tools.

About Consumer Action and the role of the Executive Administration Assistant

Consumer Action is an independent, not-for-profit consumer organisation with deep expertise in consumer and consumer credit laws, policy and direct knowledge of people's experience of modern markets in Victoria. We work for a just marketplace, where people have power and business plays fair. We make life easier for people experiencing vulnerability and disadvantage in Victoria, through financial counselling, legal advice, legal representation, policy work and campaigns.

On the land of the Traditional Owners, the people of the Kulin Nations, our dedicated staff work collaboratively and deliver integrated services and projects. We have just over 50 employees and promote a diverse and inclusive culture which upholds our values of respect, fairness, reflection and courage. We strive to be an employer of choice and provide employee benefits which supports work-life balance.

The Executive Administration Assistant reports directly to CEO, administratively supporting the CEO and management team to deliver on the strategic plan. The role is fast-paced and varied, providing a critical support function to enable the management team to be efficient, meet deadlines and operate effectively. The Executive Administration Assistant is seen as the go-to person in the office and liaises across all functions, playing a key role in several projects and initiatives.

More about Consumer Action can be found on our [website](#), including our Strategic Plan and Impact Report.