

Job Description

14 May 25



Team Assistant Audio and Language Content

Reports to: Executive Assistant to Director, Audio and Language Content

Direct reports to this position: N/A

SBS Values, Vision and Purpose

The Audio and Language Content Team Assistant is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures and practices. At SBS, we expect you to be audience obsessed, be bold and brave, embrace difference, participate fully and ensure that we look out for one another. We are all working together to fulfil SBS's purpose and create a more cohesive society.

Division Purpose – Audio and Language Content (ALC)

We inspire social cohesion by connecting communities through multilingual conversations, helping everyone feel at home in Australia.

Role Purpose

The ALC Team Assistant is responsible for supporting the Planning and Development and Content teams and provide administration support for senior leaders as well as assist in the smooth running and organising of the team's business processes. This includes diary management, organisation and preparation of key meetings, travel bookings, ordering stationery supplies, financial administration and business and team events. As a key contact for ALC the role is both client and customer facing and must be comfortable to assist people appropriately at all levels of the organisation.

Main Responsibilities



Administrative and Organisational

- Provide administrative support to the Planning & Development and Language Content teams.
- Manage the diaries of the Head of Language Content and Head of Planning and Development including organising meetings virtually with internal and external attendees.
- Assist in the preparation of meeting documentation including agendas, minutes, project updates, task lists, and presentations. Utilise and adhere to SBS brand guidelines and ensure presentations are suitable for each audience.
- Manage monthly expense management ensuring compliance with financial processes, filing, track and manage employee leave, order office supplies and assist in the planning and delivery of events, visitor meetings and team conferences.
- Assist with developing appropriate office systems, procedures, and controls enhancing processes while ensuring high quality customer service delivery and experience is maintained.
- Assist with the general administrative needs of the Sydney office such as supporting staff events, liaising with Building Management and Technology as required.
- Undertake professional development and training as required.

Relationship Management

- Communicate effectively and confidentially with tact to build trusted relationships within the ALC division and across the organisation.
- Provide high level service to ALC's Leadership Team, Program Managers, Executive Producers and Audio Program Administrators.
- Take on ad hoc duties as and when required and contribute to SBS activities/events to raise the profile of ALC across the business.
- Promote and display trust to build successful business relationships and contacts with third party contacts.
- Uphold SBS's Values at all times.

Minimum requirements of the role

- Minimum 2-3 years demonstrated experience providing administration support and diary management to senior leaders and teams.
- High level of verbal and written communication skills.
- High level organisational skills including ability to prioritise tasks and a diligence to meeting deadlines and accuracy.
- Strong attention to detail.
- Advanced Microsoft Office Suite skillset, including Outlook, Excel, Word and PowerPoint and remote communications software (e.g., Teams, Webex, Zoom). Adaptability to learn new software and maintain skills as software develops.
- Display an initiative-taking approach with good problem-solving skills.

Key relationships with other roles and external stakeholders

- Head Language Content, Head Planning and Development, wider ALC Leadership Team, Program Managers, Executive Producers, Audio Program Administrators and all employees within the division.
- SBS leadership team, SBS's Executive Committee and their Executive Assistants.

Key Capability

Capability	Level	Behaviour
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<u>Collaboration</u>	Self	<ul style="list-style-type: none">• Displays a genuine intention to work co-operatively with others• Offers to help others achieve common goals• Makes an effort to understand the goals of others.• Shares all relevant or useful information
<u>Communication</u>	Self	<ul style="list-style-type: none">• Uses appropriate grammar• Uses appropriate vocabulary• Uses a suitable tone• Speaks at a suitable pace• Speaks clearly using minimal language• Changes language to suit audience• Provides full responses to questions• Provides accurate responses to questions
<u>Decision Making</u>	Self	<ul style="list-style-type: none">• Makes decisions in situations that are well defined• Makes decisions that impact own area of responsibility• Weighs up alternatives according to their likely impact• Weighs up alternatives according to their likely impact on others• Makes decisions in a timeframe appropriate to the work goal• Readily makes decisions when faced with unfamiliar circumstances
<u>Initiative</u>	Self	<ul style="list-style-type: none">• Completes tasks without constant supervision• Puts in extra effort even when it's not required• Exceeds job description, e.g. takes on additional tasks• Addresses obstacles to achieving own goals• Acts on opportunities without prompting• Minimises potential problems by applying initiative
<u>Planning & Organising</u>	Self	<ul style="list-style-type: none">• Plans and prioritises own tasks and activities• Establishes short-term plans• Organises resources and activities to meet short-term plans• Recognises the need for deadlines• Meets established deadlines• Active in exploring new tools to improve administration tasks
<u>Relationship Building</u>	Self	<ul style="list-style-type: none">• Establishes a connection with others• Builds friendly, warm relationships that are mutually beneficial• Maintains ongoing relationships that are mutually beneficial• Shares relevant information with others• Recognises the value of building and maintaining relationships• Helps others achieve common goals• Openly communicates with others

Workplace Health & Safety

In relation to Work Health & Safety, you must comply with your safety responsibilities as detailed in relevant Acts, Regulations, Standards, Codes of Practice and the SBS Safety Management System (SMS)

Special Broadcasting Service

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All workers are required to:

- Take reasonable care for own safety and safety of others
- Cooperate with policies and procedures and directions from management with regards to health and safety
- Where hazards are identified, report them to line manager and take corrective action where able
- Report all work related incidents to line manager within 24 hours of occurrence
- Ensure workers, visitors and clients are :
 - made aware of their WH&S responsibilities
 - have received adequate safety induction and other WH&S information, instruction and training to enable them to conduct their work safely
 - follow safe work practices