



## Position Description

<b>Position Title:</b>	Business Manager and Secretariat - Office of the CEO
<b>Award:</b>	Social, Community, Homecare and Disability Services
<b>Award Level:</b>	Level 5 Pay Point 1
<b>Salary:</b>	Base Salary \$97,377.80
<b>Reports to:</b>	Executive Director – Office of the CEO
<b>Direct reports:</b>	N/A

### About NATSIHA:

NATSIHA is the first and only national leadership body for Aboriginal and Torres Strait Islander Housing in Australia. Its purpose is to facilitate access to quality, accessible, affordable and culturally appropriate housing to help empower Aboriginal and Torres Strait Islander individuals, families and communities to optimise their health and wellbeing and improve their employment opportunities, access to education, connection to the community and sense of home.

A not-for-profit company and registered charity, NATSIHA had been under development for 5 years before its official launch in September 2022. Its membership is open to Aboriginal and Torres Strait Islander community organisations that deliver housing services, known as Aboriginal and Torres Strait Islander Community Housing Organisations (ATSICHOs).

### Position Purpose:

**The Business Manager and Secretariat** is a key member of the NATSIHA team, responsible for delivering high-level administrative and governance support across the organisation. The role includes executive coordination, secretariat responsibilities, compliance oversight, stakeholder liaison, and strategic support to the Office of the CEO. The ideal candidate will be organised, reliable, and professional, with the ability to work independently and respectfully within Aboriginal and Torres Strait Islander cultural contexts.

### Key Accountabilities:

- Provide proactive scheduling and calendar management for the CEO, including prioritising appointments and ensuring efficient use of time.
- Plan and coordinate complex travel itineraries for the CEO and senior staff, including flights, accommodation, car hire, early/late check-in, and meeting facilities, ensuring alignment with strategic scheduling.

- Deliver high-level secretariat support to the Board and Committees by coordinating agendas, recording accurate minutes, maintaining action registers, and distributing meeting papers in a timely and confidential manner, in accordance with governance protocols.
- Support the Company Secretary by maintaining statutory and governance registers (e.g. policies, decisions, delegations, conflicts of interest) and ensuring compliant recordkeeping practices.
- Rebuild and maintain structured electronic and physical filing systems for executive and Board documents, ensuring security, accuracy, and accessibility of records.
- Coordinate meeting logistics and liaise with ministerial offices and senior government stakeholders, demonstrating understanding of protocol and clear communication.
- With the assistance of the Administration Officers, process invoices, manage procurement requests, and support the smooth day-to-day operation of the CEO's office through effective administrative systems.
- Serve as the first point of contact for internal and external stakeholders engaging with the CEO's office, providing professional, courteous, and confidential service.
- Assist in the planning and coordination of internal and external events, meetings, and engagements, contributing to a polished and well-organised experience.
- Proactively track CEO and Executive timelines to ensure reporting obligations, briefing papers, and strategic milestones are delivered on time.
- Keep the Executive team on track for key deliverables through reminder systems, deadline management, and document coordination.
- Foster a positive, inclusive, and respectful workplace culture, aligned with organisational values and commitments to safety and diversity.
- Demonstrate flexibility to occasionally travel interstate as needed to support executive functions or events.
- Ensure all reporting and governance requirements are met, delivering accurate, timely updates to key stakeholders.

#### **Experience and Qualifications:**

- Previous experience providing high-level administrative or executive support, preferably in a fast-paced or senior leadership environment (e.g. CEO, Board, or Executive Team)
- While this is an identified position, and the preferred applicant will be of Aboriginal and/or Torres Strait Islander descent we will strongly consider a candidate with experience in a comparable role, preferably within the Aboriginal and Torres Strait Islander housing sector, a national peak body, or related field.
- Experience coordinating meetings, agendas, minutes, and follow-up actions, ideally supporting governance functions or Boards.
- Demonstrated experience in managing calendars, travel arrangements, records, and administrative systems with a high degree of accuracy and discretion.
- Strong working knowledge of Microsoft Office (Word, Outlook, Excel, PowerPoint) and a range of collaboration tools (e.g. Teams, Zoom, SharePoint)

- A working understanding of governance requirements and responsibilities
- A demonstrated knowledge and understanding of the Aboriginal and Torres Strait Islander Community Housing Sector and the related challenges community housing providers face with their 'day to day' functions and performance of their role and responsibilities. This includes knowledge of relevant policies, regulations and funding sources related to Indigenous housing.
- Demonstrated understanding of and experience with programme and project management principles, with the ability to contribute to their successful completion.
- Ability to manage priorities and deadlines in a time-sensitive, resource-scarce environment.
- Understand and apply financial processes to achieve value for money and minimise financial risk.
- Ability to manage competing priorities and meet deadlines in a time-sensitive, resource-constrained environment.
- Ability to understand and apply financial processes to achieve value for money and minimise financial risk.
- Strong communication (verbal and written), interpersonal and negotiation skills and experience with the ability to develop and maintain effective relationships with internal and external stakeholders.
- Demonstrated ability to work independently and as part of a team.

#### **Attributes:**

- **Highly organised, reliable, and collaborative**, with a discreet and professional approach to working with executives, Board members, and stakeholders.
- **Commitment:** to advancing Aboriginal and Torres Strait Islander housing rights and addressing housing disparities.
- **Cultural Sensitivity:** Respect for and understanding of the diverse cultures, histories, and experiences of Aboriginal and Torres Strait Islander peoples.
- **Collaboration:** Ability to work collaboratively with Indigenous communities, government agencies, housing providers, and other stakeholders to achieve shared goals.
- **Empathy and Compassion:** for the housing challenges faced by Aboriginal and Torres Strait Islander peoples and a commitment to social justice.
- **Adaptability:** Flexibility and adaptability to navigate complex and changing environments in the housing sector.
- **Integrity:** Commitment to ethical conduct, transparency, and accountability in all aspects of work.
- **Communication:** Excellent verbal and written communication skills to effectively convey complex ideas and information to diverse audiences.
- **Excellent Communication:** to convey complex ideas and information effectively.
- **Resilience:** Ability to handle challenging situations, manage competing priorities, and maintain a positive and proactive approach.

**Appointment is subject to:**

- Willingness to undergo a Police Check and attain a Working with Children Check.
- Demonstrated willingness to take all reasonable precautions (including vaccinations as necessary) to prevent the spread of infectious diseases such as COVID.