

Position Description

Position Title:	Executive Assistant
Division:	Chief Executive Office
Reporting To:	Senior Executive Assistant
Direct Reports:	Nil

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,500 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity

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KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The Chief Executive Office ensures effective leadership, coordination, and delivery of organisational priorities. Its key objectives are to:

- Support the Board of Directors, CEO and Executive.
- Maintain effective governance, communication, and reporting processes.
- Strengthen relationships with internal and external stakeholders.
- Enable efficiency and collaboration through streamlined systems and digital tools.
- Model organisational values and a high-performance culture.

KEY OBJECTIVE OF THE POSITION:

- **Supporting the Executive Team:** Providing responsive, confidential, and professional support that enhances the effectiveness of executive leaders.
- **Enabling Efficiency:** Using systems and tools to streamline workflows, manage priorities, and improve Executive productivity.
- **Maintaining Professional Standards:** Upholding discretion, accuracy, and a high standard of communication across all interactions.
- **Contributing to Organisational Success:** Supporting key projects, initiatives, and continuous improvement within the Executive Office.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- **Strategic Awareness:** Understands organisational priorities and connects executive focus with service delivery outcomes.
- **Collaboration & Communication:** Builds trusted relationships and communicates effectively within the Chief Executive office and across diverse teams, fostering cooperation, trust and shared accountability.
- **Discretion & Professionalism:** Handles sensitive information with integrity and judgement.
- **Adaptability:** Thrives in a dynamic environment, managing multiple priorities with calm efficiency and professional resilience in an environment of fast paced change.
- **Service Orientation:** Committed to supporting both executive and operational excellence with results focused approach.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Tertiary qualifications in business administration, management, or a related field, or equivalent experience.
- At least five years of experience in executive or senior administrative roles, ideally supporting C-suite or senior leadership teams.
- Proven experience in supporting service-oriented organisations with complex operational environments.

DELEGATION LEVEL

(Refer to delegation manual or NIL)

- Level 6

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CORE COMPETENCIES OF THE ROLE

- Strong interpersonal, communication and negotiation skills.
- Exceptional corporate presentation and excellent people management skills.
- Ability to work autonomously, employ initiative to find solutions, prioritise and exercise discretion.
- Excellent organisational and administration skills.
- A proactive and flexible approach to work.
- Ability to liaise at an executive level and to work under pressure.
- Excellent attention to detail and high level of accuracy.
- Handles sensitive and confidential information with discretion.
- Customer focused – always exceeds the expectations of customers.

DUTIES

The duties of this position include:

- Provide high-level administrative and coordination support to the CEO, Executive and Board of Directors, including meeting preparation, document coordination and minute taking, under the direction of the Senior Executive Assistant.
- Manage diaries, meetings, correspondence, and travel arrangements efficiently and confidentially.
- Support communication and information flow between the Executive Office and service delivery teams.
- Assist with the preparation of reports, presentations, and briefing materials.
- Coordinate tasks, priorities, and follow-up actions to support executive and organisational goals.
- Maintain effective systems and processes that enhance efficiency and collaboration.
- Build positive relationships with stakeholders and represent the Office of the CEO with professionalism.
- Contribute to projects, initiatives, and continuous improvement across the organisation.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.