

Position Title:	Executive Officer
Division:	Office of the CEO
Reporting To:	CEO
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, QLD, 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 2,600 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.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT

The key objectives of the department are to ensure superior levels of governance and strategic partnering support to the CEO, Board Chair, Non-Executive Directors and other key roles which collectively govern Northcott. This Department ensures legal requirements and regulatory obligations and are met whilst innovating to ensure the most efficient and effective processes and practices are leveraged.

KEY OBJECTIVE OF THE POSITION

Be the primary interface and first point of contact between the CEO, Non-Executive Directors, Company Secretary and senior stakeholders within Northcott to drive underlying operating practices that ensure a smooth and efficient running of the CEO Office, Board and Executive team. This role is seen as the subject matter expert on governance, compliance, secretariat and general administration of the CEO Office and Board operations whilst overseeing Executive Team assistance.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- High level of discretion, integrity and professionalism
- Ability to manage and motivate senior stakeholders to meet agreed outcomes and timelines
- Ability to work independently, preparing draft reports and documents
- Understanding of legislative framework that governs Northcott as a NFP Disability Support provider
- Excellent interpersonal skills with a demonstrated ability to build professional relationships and effectively communicate with senior internal and external stakeholders
- Creative thinking in recommending process improvements to gain efficiencies and quality processes
- Expert knowledge of contemporary Board Governance procedures, practices and associated legislation and ability to apply them in our environment
- Strong analytical, data analysis and report writing skills
- Ability to influence and negotiate with senior stakeholders to achieve outcomes and deadlines
- Commitment to the rights of people with a disability

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Tertiary qualifications in Business, Law, Public Administration or relevant area (desirable)
- Membership to the Governance Institute of Australia (desirable)
- Experienced in providing governance and compliance support to a Board and a CEO Office
- Ability to understand Board priorities and be able to meet changing demands of the business
- Ability to consistently develop and deliver accurate, quality work
- Sound knowledge and demonstrated experience in NFP Board compliance and governance
- Superior knowledge in use of Microsoft Office, Co Pilot and like tools

DELEGATION LEVEL

Level 4

CORE COMPETENCIES OF THE ROLE

Internal Customers and External Contact

Primary networks will be:

- Board, CEO, Executives
- Industry representatives
- Legal advisors
- Government representatives

Relationship Building

- Establish and maintain effective professional relationships with all key stakeholders;
- Establishes and exercises judgment on managing internal and external relationships;
- Proven influencing skills together with strong interpersonal skills;
- Ability to interact and contribute at a strategic and operational level;

Problem Solving

- Expert knowledge and experience with interpreting governing legislation, frameworks and policies;
- Analyse the factors or causes contributing to the unwanted situation/problem.

Leadership

- Provides appropriate and effective leadership to ensure priorities are delivered
- Encourage and drive the development and implementation of new initiatives and processes

Time Impact

- Ability to prioritize, manage and implement repetitive functions as well as projects for self and others
- Responsive to Board enquiries
- Meets scheduled deadlines

Strategic Orientation

- Spends time on strategic tasks that help to achieve the top business priorities

DUTIES

Executive Leadership & Strategic Partnership

- Act as a trusted advisor and strategic partner to the CEO, providing high-level coordination and advice to support decision-making, issue resolution, and forward planning.
- Proactively identify, assess, and manage strategic and operational matters requiring CEO attention, ensuring prioritisation and timely action.
- Lead preparation for high-level engagements, briefings, and external communications for the CEO, ensuring alignment with Northcott's strategic direction.

Board & Governance Support

- Lead the end-to-end governance function (including providing secretariat for Board and Committee meetings), ensuring best-practice management of Board and Committee processes, meetings, documentation, and decision registers.

- Act as primary liaison between the Executive and Board, fostering transparency, alignment, and timely flow of critical information.
- Support the Company Secretary to ensure Director compliance and organisational governance frameworks are maintained and continuously improved in line with regulatory standards.
- Lead the preparation of board packs, strategic updates, and presentations to a consistently high standard.

Organisational Coordination & Strategic Alignment

- Drive alignment across executive functions to achieve strategic initiatives are coordinated and outcomes.
- Lead strategic reporting – independently coordinate systems of data and information workflow, alignment and planning, and the drafting agendas and reports for Board, Committee and Executive meetings.
- Strategic action management and alignment – monitor, evaluate, and report on progress against across Executive, CEO and Board meeting agendas and actions; proactively identify risk, gaps and opportunities for acceleration.

Stakeholder Engagement & Executive Communication

- Build strong relationships across the organisation to maintain situational awareness of challenges, opportunities, and internal dynamics.
- Build and maintain strong relationships with key sector stakeholders.
- Develop high-quality internal communications, reports, briefings, and stakeholder correspondence for and on behalf of the CEO.

Operational Excellence

- Independently champion and drive continuous improvement in the systems, protocols, and processes underpinning the CEO's office functions, including leveraging AI and other technology to streamline ways of working.
- Lead collaboration with Executive Assistants and other support staff to ensure seamless coordination of executive logistics, stakeholder engagements, and administrative functions as required.
- Provide management and effective governance of the office of the CEO (including diary and email management, scheduling, correspondence), establishing effective protocols for escalation, crisis management, and priority-setting.

Executive function:

- Strategic coordination, governance and administrative partner to CEO
- Coordination of Board governance issues:
 - External Director regulatory obligations
 - Board probity, compliance and professional development requirements
 - Board level policies, documentation and records
 - Company secretariat governance support and advice
- Leading strategic reporting – independently coordinating systems of data and workflow, alignment and planning, and drafting reports for:
 - Board and Committee meetings
 - Executive meetings
- Secretariat for Board and Committee meetings and Executive meetings – including management of Board Portal (SharePoint Site)
- Strategic action management and alignment for Executive, CEO and Board meeting agendas and actions
- Provide management and effective governance of the office of the CEO – diary and email management, scheduling, correspondence
- Provide back up to Executive Support function when required

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
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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.