



Position:	Personal Assistant
Reports to:	Executive Director People and Engagement and Executive Director Capability Building
Location:	Windsor, or as directed
Award/ Classification:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Level 4
Financial Delegation:	N/A

OUR VALUES

Mamre is a values-based organisation that works with people to plan and build rich, meaningful, and inclusive lives. Our mission is to create a world where everyone is encouraged and supported to live the life they choose. We create good lives together.

Hospitality	We welcome people with warmth, respect, and dignity.
Community	We celebrate our diverse community and build healthy relationships that provide a sense of belonging.
Simplicity	We keep things simple and easy to understand.
Justice	We ensure others are treated justly, fairly, and equally.
Integrity	Our words and actions are aligned. We are honest and transparent.

At Mamre, we all contribute towards a healthy workplace culture by aligning our behaviour to the organisational values.

OUR VISION

A world where all people are encouraged and supported to live the lives they choose.

OUR PURPOSE

Creating good lives together.

OUR FOUR STRATEGIC PILLARS

- Values, culture and community.
- Growth and sustainability.
- Accountability, compliance and impact.
- People.

ROLE PURPOSE

The Personal Assistant (PA) provides an elevated level of professional administrative support to the Executive Director (ED) | People and Engagement and Executive Director | Capability Building to ensure excellence in customer experience and service delivery across the Organisation and its customers. The PA will liaise with internal and external stakeholders including Senior Leaders, Customers, and members of the public.

The PA ensures that both EDs are prepared and informed on relevant matters in a timely manner. This includes researching, preparing and ensuring responses to telephone calls and correspondence occur within agreed timeframes and proactively managing the diary of both EDs. The position demonstrates highly skilled communication, initiative, discretion, and confidentiality in providing this support.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

- Provide quality and timely administrative support to EDs.
- Maintain a high level of awareness of matters concerning both EDs to effectively respond to enquiries and exercise sound judgement on the manner of response.
- Maintain and coordinate an effective calendar and filing system, ensuring the EDs competing demands are effectively managed.
- Co-ordinate relevant staff responses and/or input into projects, programs, reports, correspondence, and corporate issues.
- Support the EDs by proactively responding to enquiries from customers and staff with a high level of discretion, maturity, diplomacy and judgement ensuring exceptional customer experience.
- Prepare agendas and minutes of various internal and external meetings (or other agreed meetings).
- Follow up matters arising at such meetings on behalf of the EDs.
- Providing support to Senior Leadership Team (SLT) and other staff when required.
- Work collaboratively with the SLT contributing to a positive team environment by:
 - Providing back up support for colleagues where applicable.
 - Positively contributing to team meetings.
 - Supporting and encouraging other team members by demonstrating positive team and organisational behaviour.
 - Comply with existing Work, Health and Safety legislation and regulation obligations.
 - Embrace ethical and moral behaviour in accordance with the Code of Conduct.
- All other duties as required.

By working at Mamre you agree to:

- Personify Mamre's values daily in all experiences and interactions with supported people, their families and the Mamre community.
- Contribute towards a healthy workplace culture by aligning behaviour to the organisational values.
- Be a positive Mamre representative.
- Communicate in an accessible way as appropriate for the individual.
- Support active decision making and informed choice for supported people.
- Proactively contribute to identifying personal training and development needs.

- Contribute effectively to the identification, removal and reduction of workplace risks and hazards to ensure a safe and healthy work environment.
- Promote equal opportunity, inclusion and non-discrimination in the workplace.
- Respond sensitively to various cultures, diversity, values and beliefs.
- Contribute effectively to continuous improvement by following Mamre policy and procedures in all areas within the influence of the position.
- Perform other duties as directed when appropriate to the level of this position and within the limits of your skills and experience.

KEY CAPABILITIES REQUIRED (eg: knowledge, skills, attributes and experience)

Essential:

- Demonstrated ability to proactively support the EDs with their day-to-day operations including anticipating needs.
- Ability to sustain high-level performance, problem-solve and meet demanding work deadlines with limited supervision.
- Proficient skills in Microsoft Word, Excel, PowerPoint, Outlook and Sharepoint
- Highly developed time management, planning and organisational skills
- High level grammar, written, verbal and communication skills.
- A commitment to quality outputs with a high degree of attention to detail and a customer first mindset.
- Demonstrated ability to maintain discretion, confidentiality, and display maturity, judgement, political acumen and diplomacy in responding to/and in management of enquiries from staff and clients.
- Ability to accurately compile and record agendas and minutes.
- Experience in administrative support to projects and programs.
- Establishing strong internal and external relationships and networks.
- Working with people from a diverse range of backgrounds and cultures.

Desirable:

- Prior experience working in a not-for-profit organisation or community services
- Working knowledge of NDIS functions, roles and processes.

QUALIFICATIONS/LICENCES/CERTIFICATIONS

Essential:

- Minimum of 4 years' experience as a Personal Assistant / Executive Assistant (or similar executive administrative role) within the Disability Sector.
- Tertiary qualifications in Business administration or equivalent and/or a combination of relevant work experience
- Current Blue Card and Yellow Card/NDIS Worker Screening Card
- NDIS Worker Orientation Module Certificate
- Updated Covid-19 Vaccination status
- Current QLD Drivers Licence

KEY RELATIONSHIPS

Internal: Chief Executive Officer, Manager | Allied Health, Manager | Business Services, Senior Manager | Operations, Senior Manager | Business Development & Compliance, Board & Governance Members, Staff and Members.

POLICIES AND WORKPLACE PRACTICES

All Mamre Association Inc employees are required to acquaint themselves with the organisation's policies and procedures and to always abide by them.

SPECIAL CONDITIONS

Some out of hours administrative support may be required.

ACKNOWLEDGMENT AND ACCEPTANCE

I have reviewed and discussed this position description with my manager.
I understand what is required of me in my role at Mamre.