



Position Description

Position Title:	Executive Manager (Office of the CEO)
Award:	Social, Community, Homecare and Disability Services
Award Level:	6
Reports to:	CEO
Direct reports:	None
Location:	Cairns

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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 has been under development for 5 years. 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 Executive Manager is a key member of the NATSIHA team, responsible for providing a high level of administration support whilst respecting and promoting the cultural values and traditions of Aboriginal and Torres Strait Islander communities. The ideal candidate will be able to handle a wide range of administrative and executive support-related tasks while working independently with little or no supervision.

This role will report to the Chief Executive Officer, supporting and working alongside policy, project and senior management team members.

Key Accountabilities:

- Provide high level executive support to the CEO and Board including management of diary, travel and other administrative support tasks.
- Proactively assist the CEO to meet Board obligations including preparation of agendas and board papers.
- Accurately record the minutes including, decisions, commitments and major discussion points, made at community meetings and all meetings led by the CEO and prepare for review, approval and circulation.
- Develop plans and objectives for short-term tasks and contribute to strategic planning for longer term initiatives of the office.
- Assist the CEO to build presentations.

- Proactively respond to enquiries from Board Members and other executives with a high level of discretion, maturity, diplomacy, and judgement, ensuring exceptional experience.
- Implement and maintain governance best practice and compliance pertaining to the Board in consultation with the CEO.
- Oversee the assembly, circulation and notifications of Board documentation, including setting deadlines and communications with the Executive team.
- Maintain full contact list of board members including board member appointment dates and term of appointments.
- Draft and format official documents, letters and reports as required.
- With the assistance of the Administration Officer, ensure the smooth operation of the office by maintaining office supplies, equipment and company assets.
- Ensure value for money in all procurement of office supplies and equipment by maintaining strong relationships with supplies and service providers e.g. cleaners, stationary suppliers etc.

Skills:

- Excellent administrative skills (e.g. time management, coordination of tasks, efficient work practices)
- Excellent interpersonal skills
- High level of confidentiality
- Excellent computer literacy including Microsoft Office applications
- Ability to adapt communication style to meet stakeholder needs
- Well-developed organisational skills.
- Ability to work independently

Qualifications and Experience:

- Minimum of 3+ years' experience in a similar role
- Demonstrated knowledge of, and/or experience working within an administration position
- Proficient in MS Office Suite
- Demonstrated experience and ability to complete tasks with pressing timeframes
- High standard of service delivery for all stakeholders
- Ability to work cooperatively and collaboratively in a team-based work environment, including a demonstrated commitment to Customer Service and problem solving for the benefit of the customer or client.

Attributes:

- **Commitment:** Strong dedication to advancing Aboriginal and Torres Strait Islander housing rights and addressing housing disparities experienced by Indigenous communities.
- **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:** Demonstrated empathy and compassion towards the housing challenges faced by Indigenous 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.

- **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;
- Fully COVID vaccinated