

HR	<b>Position Description</b>	
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<b>Job Title</b>	Administration Assistant
<b>Department</b>	CEO Office
<b>Reports To</b>	Company Secretary & Executive Assistant to the CEO
<b>Manages / Supervises</b>	N/A

( ) New Job Description      ( x ) Revised Job Description

## 1. PURPOSE OF THE JOB:

- Provide support to the Company Secretary and EA to the CEO for the following charities:
  - Guide Dogs NSW/ACT
  - Centre for Eye Health (CFEH)

## 2. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

### General matters

- Draft correspondence and update the relevant database (CRM) record.
- Provide support to the Company Secretary and Executive Assistant to the CEO: attend to phone calls, book meeting rooms, arrange travel (including for Board members), filing, mail, process invoices, and print papers for meetings, and archive documents.
- From time to time, process expenses for the CEO, including staff expense claims, corporate credit card expenses and entertainment expenses.
- Raise and process purchase orders for incoming expenses and invoices payable.
- Prioritise matters and delegate, where appropriate.
- Provide back-up support to the Personal Assistant, particularly when the PA is filling-in for the Executive Assistant (during times of leave).
- Ad hoc projects.

## Meetings

- Arrange meetings, video & audio conference calls: advise participants, arrange catering, liaise with venues, set up and clear meeting rooms.
- Assist in copying and distributing board papers for the Guide Dogs NSW/ACT and Centre for Eye Health Board.
- From time to time, prepare the agenda and take minutes of Senior Management Team meetings (when the Personal Assistant is not available to do so).

## Assist with Company Secretarial matters

- Assist to maintain company registers, minute books, Board meeting attendances and register of documents signed on behalf of the Directors.
- Process new memberships and ordinary and complimentary membership renewals, including preparing annual membership correspondence, updating records and updating the register of members.
- Assist with Annual General Meeting preparations, including invitations, guest speakers and staff milestones/achievements.

## WH&S Responsibilities

- Follow Guide Dogs NSW/ACT WH&S policy, procedures and rules, and follow safe work practices.
- Report any hazards and incidents as soon as possible, whether or not someone was injured.
- Participate in WH&S consultation meetings to discuss workplace safety in the department.
- Assist in the return to work process for yourself or any work colleagues following injury.
- Participate in WH&S activities such as training, inspections, investigations, evacuation drills, WH&S meetings and risk assessments as required.
- Do not misuse or interfere with anything which is provided in the interests of workplace health and safety.

## **3. OTHER DUTIES & RESPONSIBILITIES:**

- Other related duties as required.
- Participate in personal development opportunities.
- Keep informed on company procedures and policies.
- Conduct all activities in a manner consistent with the Workplace Behaviour Policy.
- If appropriate, take on a wide support role as one or more of the following: WHS Committee Member; Quality Assurance (QA) Internal Auditor; QA Representative; First Aider, or Fire Warden.

#### 4. SUPERVISORY RESPONSIBILITIES:

- N/A.

#### 5. KNOWLEDGE & SKILLS:

- Be focussed, and have an ability to efficiently and effectively manage multiple priorities.
- Maintain a high degree of confidentiality.
- Possess a friendly, approachable, empathetic and helpful manner.
- Be responsive, engaging, diligent, and have high attention-to-detail and initiative.
- Willingness to assist in ad hoc projects, as required.
- Able to manage the physical demands and inherent requirements of the job and complete the tasks and duties as stated.

#### 6. PHYSICAL DEMANDS OF THE ROLE:

- This is primarily an office-based role, with a high degree of computer work.
- The role requires extended periods of sitting.

High level of activity (90% or more of time spent performing these activities)

Activity	Description	Existing controls
Computer work including extensive data entry and some phone work.	Sustain a sitting posture for more than 80% of the working day: static arm, neck, shoulder and back posture and hand, wrist and finger fine motor skills.	Ergonomic office set up. Breaks as required. Headsets for phone calls.
Potentially dealing with staff or clients who may have unreasonable requests or demands.	Capacity to maintain a high level of customer service and potentially manage conflict or emotional distress when dealing with difficult people.	Manager support. If required, customer service training can be provided.
Lift and carry mail boxes, files and file boxes.	Requires full range of movement in shoulders and elbows, adequate pelvic stability and trunk strength.	Boxes weigh no more than 5kgs. Lifting trolley provided.

**7. WORKING CONDITIONS & ENVIRONMENT:**

- Open office floor plan, surrounded by your team and Manager (along with other departments within Guide Dogs NSW/ACT).
- Professional environment.

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Date Commenced Employment:

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Employee's Signature:		Date:	
Print Name:			
Manager's Signature:		Date:	
Print Name:			

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