

Position Description

Position Title	Executive Assistant
Reports To	Head of Primary Health & Commissioned Services
Direct Reports	Nil
Team	Primary Health & Commissioned Services (PHaCS)
Location	WQPHN Office
Position Classification	Level 5
Relevant Award & Classification	Clerks—Private Sector Award 2020, Level 5
Employment Status & Hours	Full Time, 76 hours per fortnight

Primary Purpose

The Executive Assistant provides high-level administrative and logistical support to a senior executive, ensuring the aligned and efficient operation of executive functions. The role plays an active part in strategic project management and business process improvement, collaborating closely with Executive Services, Executive Management, and Senior Management teams to uphold a consistent, values-driven culture and deliver professional, coordinated services across the organisation.

Role Functions

The Executive Assistant is responsible for the following key functions within the organisation:

- Providing high-level administrative, travel, and communication support to the Head of Primary Health & Commissioned Services.
- Supporting the executive's direct reports to enable the achievement of operational and strategic objectives.
- Leading minor projects as directed by the executives.

Key Responsibilities and Accountabilities

1. **Email & Calendar Management:** Provide proactive and high-level calendar and email management for the Head of Primary Health & Commissioned Services, ensuring they are well-informed and fully prepared for all internal and external commitments. Responsibilities include coordinating meeting and event registrations, organising travel arrangements, and managing expense and credit card reconciliations.
2. **Secretariat & Meeting Coordination:** Manage all logistics for Senior Management Team (SMT), PHaCS and other internal or external meetings as required, including agenda development, minute taking, distribution of papers, catering/bookings, and tracking action items.
3. **Operational Support:**
 - a. Proactively anticipate executive needs by monitoring commitments and ensuring timely follow-up on key deliverables.
 - b. Perform a broad range of administrative tasks, including credit card reconciliations, file management, and the development and improvement of procedures, while identifying and implementing practical solutions to support efficient operations.

- c. Support organisation-wide coordinated administrative processes and provide guidance to administrative staff on executive support practices, as directed by the Senior Executive Coordinator.
- 4. **Research, Reporting & Documentation:** Conduct research and draft, proofread, and refine high-quality executive-level documents that consistently adhere to the WQPHN style guide, including reports, briefing notes, presentations, and correspondence.
- 5. **Stakeholder Liaison & Communication:** Serve as the primary point of contact for all matters relating to the Head of PHaCS, effectively prioritising enquiries, exercising sound judgement, and communicating in a manner consistent with the executive's style. Liaise with internal teams and external stakeholders to ensure timely, accurate, and professional responses.
- 6. **Project & Event Management:** Lead minor projects as directed by the executives and assist in planning events following WQPHN's event protocols.
- 7. **Customer Service Excellence:** Maintain a high level of customer service for internal and external stakeholders by responding promptly and professionally to enquiries, identifying communication opportunities, and following up on improvement actions from staff forums.
- 8. **System Management and Continuous Improvement:** Adhere to all established Management System policies, frameworks, procedures, and guidelines, including but not limited to, Quality, Information Security, Safety (WHS, clinical governance), Finance, Commissioning, and People & Culture, to ensure the protection and compliance of the organisation and its stakeholders. Actively contribute to ongoing quality improvement across organisational risk areas as appropriate.
- 9. Undertake other such duties and training as may reasonably be required and which are consistent with the level of responsibility of this position.

Our Commitment to Reconciliation

WQPHN is committed to undertaking all work within a culturally inclusive, sensitive and safe framework that supports Reconciliation. The Reconciliation Action Plan shows WQPHN's commitment and dedication to embedding reconciliation initiatives into everyday work.

Minimum Qualifications and Competencies

- 1. Certificate IV or higher in Business Administration, or demonstrated equivalent experience.
- 2. Experience providing high-level executive support to a senior leader or CEO, preferably within a government or government-funded organisation.
- 3. Demonstrated ability to prepare clear and concise business communication documents including reports, budgets, meeting minutes, briefing notes, letters and staff correspondence.
- 4. Ability to work with minimal supervision, manage conflicting deadlines and demonstrate effective problem-solving skills.
- 5. Highly developed interpersonal communication skills to build and maintain internal and external relationships.
- 6. Expertise in Microsoft Office (including SharePoint) and other office productivity tools, with aptitude to learn new software and systems.

Key Performance Measures

1. Demonstrate and model the WQPHN values.
2. Meet 100% completion of mandatory and organisational training priorities.
3. Provide proactive, accurate, and timely management of executive emails, calendars, travel arrangements, and communications, ensuring minimal scheduling conflicts and strong preparation for all engagements.
4. Deliver high-quality secretariat support for internal and external meetings as directed, including timely preparation of agendas, accurate minutes, and prompt follow-up on action items.
5. Produce clear, professional, and accurate business documents and correspondence in line with WQPHN style and quality standards.
6. Receive positive feedback from the CEO, executives, and key stakeholders regarding the quality, reliability, and professionalism of support provided.
7. Actively contribute to the development and continuous improvement of executive administration systems, tools, and processes to enhance efficiency and consistency across the organisation.

Key Relationships

Internal

- Executive Management Team
- Senior Management Team
- Primary Health & Commissioned Services Team
- Strategy, Planning & Performance Team.

External

- Department of Health, Disability & Ageing (DoHDA) and other government departments
- RFDS, CheckUP, HWQ and other partner organisations related to PHN primary healthcare activities
- Queensland Health and other hospitals or health services across three HHS regions
- Nukal Murra Alliance
- Clinical service providers and other health professionals including general practice
- Other health service providers, community sector agencies, contractors and business advisors.

Acceptance

Employee name			
Employee signature		Date	