

Position Description

Position Title	Executive Coordinator
Reports To	Chief Executive Officer
Direct Reports	Nil
Team	Executive Services
Location	WQPHN Office
Position Classification	Level 4
Relevant Award & Classification	Clerks - Private Sector Award 2020, Level 5
Employment Status & Hours	Full Time, 76 hours per fortnight

Primary Purpose

The Executive Coordinator provides high-quality executive assistance and coordination support to enable the efficient, well-governed and professional operation of the Chief Executive Officer (CEO). The role delivers comprehensive executive support, Board and Committee coordination, executive documentation and paper management, and support for CEO communications, reporting and regional activities.

The position plays a key role in ensuring the CEO, Board and Executive Management are well supported through proactive scheduling, high-quality documentation, and the smooth coordination of executive and governance processes.

Role Functions

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

- High-level executive assistance and administrative support to the CEO.
- Supporting the CEO's direct reports to enable the achievement of operational and strategic objectives.
- Leading minor projects as directed by the CEO.

Key Responsibilities and Accountabilities

Executive Assistant Support

1. Provide proactive and high-level calendar and email management for the CEO, ensuring they are well-informed and fully prepared for all internal and external commitments, including:
 - a. Proactive inbox management to ensure priorities, deadlines and commitments are effectively managed
 - b. Calendar management, coordinating meeting and event registrations, organising travel arrangements, and managing expense and credit card reconciliations.
2. Proofread, format and quality-check executive correspondence, reports, briefing notes and other documentation to a high professional standard.
3. Support speech writing, presentation development and preparation of executive talking points.
4. Liaise with consultants and service providers on behalf of the CEO to support commissioned work, reporting requirements and deliverables.

5. Meeting coordination for internal and external CEO driven meetings as required, including agenda development, minute taking, distribution of papers, catering/bookings, and tracking action items.
6. Proactively anticipate CEO needs by monitoring commitments and ensuring timely follow-up on key deliverables.
7. Serve as the primary point of contact for all matters relating to the CEO, effectively prioritising enquiries, exercising sound judgement, and communicating in a manner consistent with the executive's style.
8. Prepare executive presentations, briefing packs, run sheets and supporting materials for CEO meetings, engagements and regional visits.
9. Coordinate logistics and documentation to support effective CEO participation in internal and external engagements.
10. Ensure executive communications materials are professional, accurate and fit-for-purpose.

Administration Support

11. Perform a broad range of administrative tasks, including file management and development of procedures, while identifying and implementing practical solutions to support efficient operations.
12. Conduct research and draft, proofread, and refine high-quality executive-level documents adhering to the WQPHN style guide.
13. Draft, coordinate and finalise executive papers, briefing notes and supporting documentation for consideration by the CEO, Board or Committees.
14. Proofread and quality-assure papers to ensure clarity, consistency, accuracy and alignment with organisational templates, standards and style guides.
15. Provide administrative support to the Executive Services team, as instructed by the CEO, including People & Culture and Stakeholder Engagement functions.

Board and Committee Support and Coordination

16. Coordinate and provide support for the Board and Board Committees as directed, including scheduling meetings, coordinating agendas and managing meeting logistics.
17. Manage Board and Committee paper workflows, including scheduling reporting and paper due dates, assigning papers for drafting, proofreading and coordinating finalisation.
18. Administer electronic execution and approval processes, including management of the Annature signature platform and tracking completion of approvals.
19. Ensure Board and Committee documentation is accurate, version-controlled and stored in accordance with governance and organisational requirements.
20. Track actions, approvals and outcomes arising from executive and governance meetings and support timely follow-up.

Project & Event Management:

21. Lead minor projects as directed by the CEO and assist in planning events following WQPHN's event protocols.
22. 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.

Systems, Processes and Continuous Improvement

23. Contribute to the development, maintenance and improvement of executive, Board and governance systems, templates, tools and procedures.
24. Identify opportunities to improve coordination, document quality, timeliness and administrative efficiency across executive and governance functions.
25. Support implementation of agreed improvements and standardised practices within Executive Services.
26. 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.
27. 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	