

Australian Council of Social Service

Position Description

Title of Position	Diary Manager (6 month maximum term)
Responsible to	Director of Operations and Stakeholder Engagement
Links to Strategic Plan	Whole of plan
Salary	ACOSS Level 3.1 \$81,603
Hours	Full Time – 6 month fixed term
Location	Sydney

Organisational Overview

The Australian Council of Social Service is a national advocate for people affected by poverty, disadvantage and inequality, and the peak body for community services nationally.

Position Overview

Working closely with and reporting to the Executive Assistant to the CEO, the Diary Manager is responsible for management of the diary of the CEO.

This position will also provide executive support to the Co-Deputy CEOs (job share) and work closely with the Program Director, Social Security and Executive Officer on the coordination of political and ACOSS member meetings.

This role provides leave backfill to other key operational roles, including Operations Manager, Executive Assistant, Policy Support Officer and Team Support Officer.

Key Responsibilities

1. Management of the Diary of the CEO

- Act as the principal point of contact for external stakeholders, including Board Directors, organisational members and Ministerial and Parliamentary Offices in the coordination of CEO meetings and requests
- Receive, acknowledge and process all invitations for the ACOSS CEO and Senior Team
- Process all invitations in accordance with the ACOSS diary process, seeking

feedback and providing scheduling advice

- Respond to all invitations and diarise accordingly
- Coordinate all travel, accommodation, zoom links and itineraries for the CEO, Co-Deputy CEOs and Board Directors
- Prepare and collate speaking and meeting briefs for the CEO and Co-Deputy CEOs in consultation with key team members.

2. Provision of executive level administrative support requiring the exercise of sound judgement, confidentiality and sensitivity in the performance of work

- Manage confidential and sensitive documentation with appropriate discretion
- Manage incoming calls, emails and correspondence appropriately as required
- Provide executive level administrative support
- Work with ICT providers to provide ICT support for the CEO and Co-Deputy CEOs as required.

3. Coordination of Political Engagement and ACOSS Member meetings

- Work closely with the Program Director, Social Security on political meeting coordination, including corresponding with ministerial and departmental offices, booking meetings, diarising accordingly and working with key team members in to collate and distribute meeting agendas, papers and briefs
- Work closely with the Executive Officer and Director of Operations and Engagement on ACOSS member meeting coordination, including corresponding with member CEOs and EAs, scheduling and diarising meetings, and working with key team members to collate and distribute meeting agendas, papers and briefs
- Update the ACOSS CRM with meeting dates, notes and other information as required.

4. Provision of leave-backfill and relief to a range of operational roles

5. Other administration and organisational support as required

Organisational and Human Relationships

Reports to:	Director of Operations and Stakeholder Engagement
Direct Reports:	n/a
Works closely with:	CEO, Executive Assistant to the CEO , Deputy CEO, Program Director, Policy Team, Senior Management Team, Comms Team, Ops Team

Selection Criteria

Essential

1. Demonstrated commitment to reducing poverty and inequality, and treating all people with dignity and respect
2. Minimum two years' relevant experience, including at least one year in Executive Assistant, Diary or Office Management role
3. Capacity to be proactive, assertive and work well under pressure or within tight time frames.
4. Exceptional organisational skills with a passion for planning, organising and prioritising administrative tasks and systems, including managing competing tasks rapidly and ensuring deadlines are met under pressure
5. Excellent interpersonal skills with the ability to establish friendly and professional rapport with a wide range of stakeholders, including Board Directors, organisational and individual members, senior levels of government, pro bono professional support, corporate partners and members of the public
6. Excellent attention to detail
7. Knowledge of and capacity to efficiently use ICT and organisational systems
8. Proficiency in Microsoft Office, including Outlook, Excel, Word and PowerPoint.

Desirable

1. Firsthand experience of living on income support or experience of working with people receiving income support
2. Experience working in the not-for-profit community sector
3. Relevant qualifications in business administration, communications or related field.
4. Sound understanding of the community services and welfare sector, including communicating with people with multiple needs in a sometimes challenging environment
5. Understanding of the issues facing people who experience poverty and disadvantage.