

ADRA Australia

Personal Assistant to the CEO and WHS Coordinator

Commitment: Full-time

Location: WAHROONGA, Sydney



About the role

We are seeking a highly organised and proactive Personal Assistant to support our CEO. This role involves managing the CEO's schedule and meetings, handling communications, and ensuring a smooth operation of the executive office. Additionally, the Personal Assistant will oversee Work Health & Safety (WHS) protocols and manage complaints handling processes.

The ideal candidate will be responsible for managing confidential meetings, taking detailed minutes, and ensuring the smooth operation of daily activities. This role requires exceptional communication skills, attention to detail, and the ability to handle sensitive information with the utmost confidentiality.

The Job Description for the role and the Employment Application Form are included at the end of this document.

About ADRA Australia

The Adventist Development and Relief Agency (ADRA) is the official humanitarian agency of the Seventh-day Adventist Church. As part of the global ADRA network which reaches into more than 118 countries, we are motivated by our faith, to create development opportunities for individuals, families and communities in Australia, the South Pacific, Asia and Africa to improve their lives and have hope and dignity.

ADRA Australia holds full accreditation with the Australian Government Department of Foreign Affairs and Trade (DFAT) and is a member of the Australian Council for International Development (ACFID).

Our Values - We conduct our work by being:

Connected - working collaboratively for the best outcome for those living in poverty or distress.

Courageous - persevering through challenging situations.

Compassionate – empathising with the communities we work with and with each other.

About the People and Culture Department

The Personal Assistant is appointed by ADRA Australia ADCOM, is part of the People and Culture department and reports to the CEO.

The People and Culture team works collaboratively with the following ADRA Australia teams:

- Emergency Management
- Finance/IT
- International Programs
- National Programs
- Supporter Engagement

Selection Criteria

Essential

1. Commitment to ADRA's purpose, values, and a positive work culture.
2. Commitment to a Christian work environment and code of conduct that is respectful of the beliefs and practices of the Seventh-day Adventist Church.
3. A related diploma/degree and at least five years' experience in high-level secretarial executive work.
4. Organisational skills: ability to manage the CEO's schedule, coordinate meetings, and handle travel arrangements efficiently.

5. Communication skills: excellent verbal and written communication for developing meeting minutes, and liaising with clients, team members and stakeholders.
6. Confidentiality and Integrity: high level of discretion and integrity, with experience in handling sensitive information while maintaining confidentiality.
7. Time management: proficiency in managing multiple tasks and prioritising effectively.
8. Work Health & Safety: understanding of local and national WHS laws and regulations, ability to conduct risk assessments and implement safety measures, experience in organising WHS training sessions and ensuring compliance with safety standards.
9. Handling general complaints: strong problem-solving skills to address and resolve complaints effectively.
10. Attention to Detail: Meticulous in managing details and ensuring accuracy in all tasks.
11. Proactive attitude: ability to anticipate the CEO's needs and act proactively.
12. Adaptability: flexibility to handle a dynamic work environment and changing priorities.
13. Proficiency in Office Software: advanced skills in Microsoft Office Suite and SharePoint.

Key Competencies

- **Working with People**
Demonstrates an interest in and understanding of others; Adapts to the team and builds team spirit; Recognises and rewards the contribution of others; Listens, consults others and communicates proactively; Supports and cares for others; Develops and openly communicates self-insight.
- **Planning & Organising**
Sets clearly defined objectives; Plans activities and projects well in advance and takes account of possible changing circumstances; Manages time effectively; Identifies and organises resources needed to accomplish tasks; Monitors performance against deadlines and milestones.
- **Delivering Results and Meeting Individual Expectations**
Focuses on Individual needs and satisfaction; Sets high standards for quality and quantity; Monitors and maintains quality and productivity; Works in a systematic, methodical and orderly way; Consistently achieves project goals.
- **Coping with Pressure & Setbacks**
Works productively in a pressurised environment; Keeps emotions under control during difficult situations; Balances the demands of a work life and a personal life; Maintains a positive outlook at work; Handles criticism well and learns from it.

Other Requirements

At the time of application, the successful applicant will already have the legal right to live and work in Australia.

Commitment to abide by the ADRA Australia policies and procedures. A copy of relevant policies is available on request.

ADRA Australia takes the prevention of sexual misconduct, harassment and child safeguarding seriously and screens applicants for suitability. The successful applicant will be required to obtain a police check for each country in which the individual has lived for 12 months or longer over the last five years and the individual's country of citizenship (including dual citizenship holders). The successful applicant will need to provide their consent to a criminal record check. ADRA Australia recognises that in limited instances it may prove impossible to obtain a reliable criminal record check. In such circumstances, a statutory declaration outlining efforts made to obtain a foreign police check, and disclosing any charges and spent convictions may be accepted.

Applicants will be requested to disclose whether or not they have had a substantiated Sexual Exploitation Abuse or Harassment claim of any nature made against them in Australia or overseas. This is included in the Job Application Form.

Final applicants will be screened against the Adsafes database as well. Adsafes check is to ensure no substantiated or outstanding investigations or allegations are attributed to an applicant within the Seventh-day Adventist Church system in the South Pacific.

How to Apply

To apply, candidates should address the selection criteria in their application letter providing examples of past experiences and qualifications. There is no closing date, however, we will be interviewing suitable candidates as they apply. Please forward your application letter, resume and the Employment Application form found at the end of this document, along with the names of three work related referees to: HR@adra.org.au

If you have questions or need further information, please contact:

Gianina Coutts – Human Resources Coordinator for ADRA Australia,
Phone +61 2 9473 9525 or email: HR@adra.org.au

ADRA Australia is an inclusive and Equal Employment Opportunity (EEO) employer.

The appointing body reserves the right to fill this position at its discretion and to close applications early.

See Job Description and Employment application forms following.



**Connected
Courageous
Compassionate**

Position Title:	Personal Assistant to the CEO and WHS Coordinator
Department:	People & Culture
Reports To:	CEO
Team Supervision:	Not applicable

Full / Part Time:	Full Time
Revised Date:	October 2024

Purpose of Position: A basic statement that describes the intent of the position.

We are seeking a highly organised and proactive Personal Assistant to support our CEO. This role involves managing the CEO's schedule and meetings, handling communications, and ensuring a smooth operation of the executive office. Additionally, the Personal Assistant will oversee Work Health & Safety (WHS) protocols and manage complaints handling processes.

Behavioural Expectations: Our Code of Conduct - How we do things in our organisation that underpins our values.

ADRA Australia Code of Conduct and related policies including WHS

Key Competencies: The competencies, qualifications, skills, and experience the person needs to perform the role successfully.

Qualifications: At least five years' experience in executive secretarial, excellent verbal and written communication skills, strong organisational and time management skills, proficiency in MS Office, knowledge of WHS legislation and best practices, and experience in complaints handling and resolution.

ADRA Competency Framework: 2.1 Working with People; 6.1 Planning & Organising; 6.2 Delivering Results & Meeting Customer Expectations; 7.2 Coping with Pressure & Setbacks

Key Responsibilities: The things that the person needs to be responsible for to successfully fulfil the obligations of this position.

Area of Responsibility	Actions / Tasks / Objectives	Measures of Success / KPI's
Groupings or areas of responsibility	What has to get done in this area	How job performance will be measured
CEO SUPPORT	- Schedule and organise the AGM, Board, Sub-Committees, ADCOM, and PROCOM meetings. - Follow up on actions from Board/Other meetings on behalf of the CEO - Handle confidential information with discretion and maintain high levels of confidentiality. - Update ADRA documents on the ACNC website and assist with ACFID annual survey and reports. - Maintain the organisational policy framework and administrative documents organised and updated in SharePoint.	- Each meeting is organised in Convene with documentation readily available to members and meeting minutes taken within 5 working days. - Actions from Board/Other meetings are followed up on - All the information is handled with utmost discretion and confidentiality - ACNC documentation is annually updated and ACFID surveys and reports completed - Policies and administrative documents are organised and stored in SharePoint

	• Organise and maintain documents and files • Organise the ADRA Events Calendar • Arrange travel and accommodation for the CEO	• Policies are updated according to revision dates and in collaboration with the CEO and Unit Directors • ADRA Events Calendar is always current • Book travel, accommodation and ground transportation for CEO
WORKPLACE HEALTH & SAFETY COORDINATION	• Maintain WHS records and prepare WHS reports. • Review and maintain WHS policies. • Convene and attend WHS Committees • Prepare and implement the approved WHS Action Plan. • Coordinate WHS activities (inspections, training, promotion etc). • Manage EAP and renew contracts (Access EAP, Mandala, etc.) • Attend SPD WHS meetings • Maintain travel medicine kits current and make them available for travelling staff	• WHS documentation is up-to-date and compliant. • WHS Committees comply with the meeting schedule. • Completed WHS Action Plan. • Quarterly WHS Inspections and Board Reports are done • Incident reports comply with requirements (Workcover etc). • WHS initiatives are promoted monthly. • Adequate EAP/similar are in place for staff wellbeing • Travel safeguards are in place for all travelling staff
COMPLAINTS	• Receive and respond to complaints • Investigate complaints • Collaborate with other units • Improve complaints process • Update complaints policy and procedures • Keep good records of the complaint from receipt to resolution	• Complaints are maintained in a register and tracked • Complaints are promptly responded to and resolved. • Complaints analysed to identify root causes and recurring problems. • Complaints are addressed in collaboration with other units. • Complaints mechanism is regularly improved based on feedback • Complaints policies and procedures are updated every two years • Complaints are documented and available to ADCOM and the Board.
OTHER TASKS	• Other tasks may be assigned as needed.	• Implementation of other tasks as requested by the CEO

Employee Signature:		Supervisor(s) Signature(s):		Date: / /
Print Employee Name:		Print Supervisor Name:		

Employment Application Form

Title		First Name		Last Name	
Current Address: (Street, Town, State, Post Code, Country)					
Phone No.	Home		Mobile		Work
Email				Gender	
Position applying for:					
GENERAL					Type in "Yes" or "No" or an appropriate comment
1. Are you ALREADY legally entitled to live and work in Australia? If you are not an Australian citizen, please provide your visa details.					
If the response to Question 1 is No, we are unable to consider your application and there is no need to proceed any further.					
2. What prompted you to apply for this role? Why would you like to work for ADRA?					
3. Do you have any illnesses or injuries which may affect your ability to perform the essential requirements of the job for which you have applied? If yes, please provide details below:					
SAFEGUARDING					
4. ADRA Australia's strict safeguarding policies aim to help protect children, young people and vulnerable adults. In line with these policies are you willing to undergo a police check, a working with children check and be screened through Adsafes*?					
5. Do you have any convictions or charges related to child abuse? If yes, please provide details below:					
6. ADRA Australia has a zero tolerance to Sexual Exploitation and Harassment. Do you have any convictions or charges related to sexual abuse or harassment of any nature made against you in Australia or overseas? If you have responded "Yes", please provide details below:					
ADRA AS PART OF THE SEVENTH-DAY ADVENTIST CHURCH					
7. Have you ever worked for ADRA or any other entity of the Seventh-day Adventist Church in Australia or overseas under your current name or another name? If yes, please provide details of your last position below:					
8. Do you have any relatives currently employed by the Seventh-day Adventist Church? (We need to check any conflicts of interest.) If the answer is Yes, please list their names and places of employment below.					
Name		Place of Work			
9. Are you a practising Seventh-day Adventist? (If you are not an SDA, this does not exclude you from applying for the position).					

Being employed by ADRA Australia, which is part of the Seventh-day Adventist Church, involves understanding, representing and being committed to the Church's mission and lifestyle in your professional life. (Our code of conduct policy is available on request.) Please respond to the following two questions.

10. Do you understand the Church's lifestyle values? (These include abstinence from tobacco, alcohol, recreational drug use, immoral, illegal conduct, etc.)

11. If you are employed by ADRA Australia, are you happy to reflect its purpose and values in your work and adhere to its lifestyle values in your professional life?

I understand, agree and declare that:

1. If required by ADRA Australia I will undertake a pre-employment medical screening by an ADRA designated practitioner who shall pass completed details of the examination to ADRA (Refer Point 3).
2. If required by ADRA, I will produce documentary evidence relevant to this application e.g. identification, work visa, evidence of my qualifications, etc.
3. Any statement made by me in this document which is found to be deliberately misleading shall render me, if employed, liable to dismissal.
4. The Terms and Conditions of my employment shall be in accordance with:
 - (a) Any applicable State or Federal Laws.
 - (b) The appropriate Industrial Award and/or church policy.

Signature	Date

**Adsafe has been established by the Seventh-day Adventist Church as a service and resource to assist local Churches and Denominational Entities to protect children and vulnerable adults, comply with applicable legislation and develop denominational policy.*