

Position Description

Position title:	Executive Assistant
Department:	Executive Support Team
Classification:	Administrative Officer Grade 3 Year 1 – 5 (AO31 – AO35)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Reporting to:	Executive Officer and Team Leader

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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About the department/unit

The Executive Support Team supports the Executive Leadership Team with a variety of activities from critical analysis and synthesis of information to business administration and personal assistance.

Position purpose

The role will provide Executive Assistant support to a portfolio of Directors, acting as a key liaison between internal and external stakeholders. This role requires exceptional organisational skills, discretion in dealing with sensitive information and the ability to manage competing priorities with professionalism and efficiency.

The ability to build and maintain positive working relationships with internal and external stakeholders is critical, as is the ability to work collaboratively within a team alongside other Executive Assistants.

Key responsibilities

Communication

- Sorting, segregation and prioritisation of incoming correspondence including mail, memos, email, invitations and notices for a defined group of Directors
- Proficient use of Microsoft Office applications including Outlook, Word, PowerPoint, Excel, to create and format appropriate documentation including reports, correspondence and other written material for a defined group of Directors
- Assist with the development and distribution of a variety of professional correspondence, both internally to staff or stakeholders or to external suppliers or contacts. This may take the form of memos, professional letters, bulletins, agreements
- Assist with the development and formatting of presentations for a defined group of Directors
- Responding appropriately to telephone/email enquiries and liaising with Hospital staff and external contacts on behalf of a defined group of Directors
- Under the direction of the relevant Manager assisting Departmental Heads and other Senior Hospital Staff with enquiries

Planning and Coordination

- Proactive management of Calendars with application of priority and urgency for a defined group of Directors
- Providing support coverage for all Executive Support Team roles, as required, to accommodate leave
- Maintenance of effective standardised systems to manage Director workflow
- Coordinating conference registrations and organising travel, accommodation and expense reimbursements using correct procedures as per hospital policy
- The organisation and administration of meetings / committees / events/ lectures including booking venues, inviting attendees, preparing agendas and taking accurate minutes in accordance with Hospital policies and procedures and Executive Office Support guidelines
- Coordinate responses to requests including Department of Health briefs, policy submissions, Board papers and distribute to the relevant Directors for input

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Practice improvement and Service development

- Identification of continuous improvement opportunities and providing input to redesign processes or policies for the Executive Office Support Team
- Timely and effective management of defined project activities allocated under the guidance of the appropriate Manager

Information and data management

- Creation and maintenance of files and documentation in accordance with defined standards and operating procedures which includes electronic document management

Stakeholder relationships

- Build effective relationships with staff and all hospital stakeholders (which will include Department of Health staff, hospital Board Members, other health sites, staff and visitors).
- Respect the needs of patients, members of the public and maintain a professional approach to all interactions
- Problem Solving including resolution of conflict, prioritisation of work, negotiation and strategic management of issues and risks with escalation where appropriate

Training

- Identification of personal training needs and an ongoing commitment to personal development and continuous improvement

Other

- Maintenance of the physical office spaces including private offices of a defined group of Directors
- Technical Assistance and appropriate technical liaison to support activities such as conference calls, presentations, projections, video conferencing and virtual online platforms.

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Experience/qualifications/attributes

- Embodies the Women's values of courage passion discovery and respect
- Reliable and able to maintain confidentiality
- Attention to detail
- Ability to think ahead and be proactive with a can do attitude and energy
- Demonstrates a high degree of initiative, tact and diplomacy with well-developed interpersonal skills
- Maintains a professional image
- Resilient and composed under stress
- Committed to personal growth and continuous learning in accordance with annual development plan

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- Actively supports change and contributes ideas and suggestions for continuous improvement
- Works as part of a team and provides support for other team members as required
- Recognises, values and respects individual differences and diversity
- Able to balance conflicting and competing priorities

Essential:

- Demonstrated experience working as an Executive Assistant to an Executive Management Team.
- Strong oral and written communication skills and ability to engage with stakeholders and customers, potentially in difficult conversations
- Ability to manage incoming work with competing priorities, meet deadlines, and advanced attention to detail and accuracy in all activities
- Ability to build productive working relationships with internal and external stakeholders and professionally represent the Women's
- Experience in the health environment, or other government agencies/similar complex organisation and an understanding of its influences and drivers
- Computer proficiency in Microsoft Office applications particularly MS Word, Excel, PowerPoint and Outlook
- Experience with organising meetings and events for Executive Management including minute taking. Proficient and accurate typing ability.
- Ability to identify and propose effective solutions to problems through proactively seeking information needed to resolve work problems

Desirable:

- Professional qualification - Relevant diploma or advanced certificate in business administration / equivalent experience working in a similar role

Organisational relationships

Internal relationships

- Liaises with all staff within the Executive Management Offices and other hospital departments

External relationships

- Other Health Services
- Department of Health and other Government departments
- Universities
- Suppliers
- External vendors for service provision
- Members of Public and Patients
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Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

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Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	NA
Sitting – remaining in a seated position to complete tasks	Prolonged and Constant
Standing – remaining standing without moving about to perform tasks	Rare
Walking – floor type even, vinyl, carpet,	Rare
Lean forward/forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting/crouching – adopting these postures to complete tasks	NA
Leg/foot movement to operate equipment	NA
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	NA
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5 – 10 kilos	NA
– Heavy lifting and carrying – 10 – 20 kilos.	NA
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	NA
– heavy push / pull forces over 20 kg	NA
Reaching – arm fully extended forward or raised above shoulder	NA
Head/neck postures – holding head in a position other than neutral (facing forward)	NA
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Prolonged and Constant
– Gripping, holding, twisting, clasping with fingers/hands	Prolonged and Constant
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	NA
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged and Constant
Hearing – use of hearing is an integral part of work performance	Prolonged and Constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged and Constant
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Frequent
Problem solving issues associated with clinical and non-clinical care	Frequent
Working with distressed people and families	Rare
Dealing with aggressive and uncooperative people	NA
Dealing with unpredictable behaviour	Rare
Job demands – high workload, tight deadlines, and competing priorities	Frequent
Exposure to traumatic or distressing content or situations – including handling sensitive information arising from patient records, patient care activities, incident reports, adverse events, or investigations of adverse events.	Occasional
Role specific considerations Support is available for staff exposed to psychological risks. Any adjustments that may be required can be discussed with your manager.	Frequent
Definitions used to quantify frequency of tasks/demands as above	
Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.

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- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

Vaccination requirements

As this role has direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), hepatitis B, chicken pox, MMR (measles, mumps, rubella) and may include hepatitis A, and complete screening for tuberculosis.

As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against COVID-19, influenza, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: 27 October 2025

Developed by: Veronica Matthews

Date of next review: (12 months from now)

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