

Position Description

Position title:	Senior Executive Assistant
Department:	Executive Support Team
Classification:	Administration Officer Grade 5 Year 1 – 5 (AO51 – AO55)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Reporting to:	Executive Officer and Team Lead

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

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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.

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 Senior Executive Assistant provides comprehensive executive, administrative and operational support to the Executive Director, ensuring the effective management of priorities, communications, stakeholder engagement and business activities. Acting as a trusted advisor and key point of coordination, the role proactively manages complex workflows, facilitates decision-making and supports the delivery of strategic and operational objectives. The position requires exceptional judgement, discretion and organisational skills, alongside the ability to build strong relationships, manage competing priorities and respond effectively in a dynamic environment.

Key responsibilities

Executive Support and Coordination

- Provide high-level executive, administrative and secretarial support to the Executive Director, enabling the effective management of daily priorities, commitments and operational requirements.
- Proactively manage the Executive Director's diary, appointments, meetings, speaking engagements and travel arrangements, exercising discretion and sound judgement in assessing priorities and competing demands.
- Review, prioritise and manage incoming correspondence, emails and requests, determining appropriate responses, actions or escalation pathways.
- Support the Executive Director to focus on strategic and leadership responsibilities by managing routine matters, coordinating information flow and ensuring timely follow-up of key actions.

Documentation, Reporting and Communication

- Draft, coordinate, edit and review a broad range of communications and documents on behalf of the Executive Director, including correspondence, reports, briefings, submissions, presentations, meeting papers and notes.
- Ensure all written materials are accurate, comprehensive, well-structured and delivered within required timeframes.
- Coordinate and support the preparation of complex documents, reports and presentations required to support portfolio priorities, decision-making and special projects.

Meeting and Governance Support

- Coordinate meetings and governance processes for the Executive Director, including preparation and distribution of agendas, papers and minutes.
- Monitor, coordinate and follow up meeting actions to ensure timely completion and accountability.
- Liaise with relevant colleagues across Executive Director portfolios where collaboration is required, supporting effective coordination of shared activities, deadlines and deliverables.

Stakeholder Engagement and Liaison

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- Act as a key point of contact for the Executive Director, liaising professionally with internal and external stakeholders and ensuring enquiries, requests and actions are directed to the appropriate people.
- Build and maintain positive and effective working relationships across the organisation, including with Executive Directors, Executive Assistants, senior leaders and external stakeholders.
- Communicate proactively to ensure stakeholders are informed, deadlines are met and matters requiring attention are appropriately coordinated.

Issues, Risk and Workflow Management

- Assess and prioritise matters requiring the Executive Director's attention, redirecting matters to relevant staff or managing issues directly where appropriate.
- Provide responsive issues management support, including identifying emerging matters, coordinating timely responses and supporting resolution with minimal risk to the organisation.
- Exercise discretion, confidentiality and sound judgement in managing sensitive information, competing priorities and complex stakeholder matters.

Operational and People Management Support

- Support administrative processes associated with people management, including roster verification, recruitment and onboarding activities.
- Prepare, reconcile and submit expense reports and undertake other financial or administrative processes as required.
- Assist the Executive Director in leading the team and portfolio by supporting special projects, administrative improvements and operational coordination.

Other Duties

- Perform any other reasonable duties consistent with the role, skills, knowledge and capabilities, as directed by the Executive Director.

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

Essential:

- 3-5 years experience in a similar role providing high level executive support, preferably in the health care sector,
- Excellent computer skills, including the Microsoft Office Suite (Outlook, Word, PowerPoint, and Excel)
- Solid business writing, editing, and proofreading skills with ability to understand complex ideas and strategic themes
- Previous experience interacting effectively with executives, Senior Clinical staff, Board members, government representatives and other stakeholders
- Highly developed organisational skills with the ability to manage time, work output and priorities and handle a range of tasks with competing priorities within tight timelines
- Demonstrated ability to work autonomously and within a team environment

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- Demonstrated ability to effectively deal with sensitive, and confidential issues and duties
- Willingness to work outside of normal business hours on occasion

Desirable:

- Project management skills
- Demonstrated aptitude for leveraging contemporary digital and AI-enabled tools to improve executive support, information management, workflow efficiency, and organisational outcomes.
- A Tertiary Degree in a relevant field

Organisational relationships

Internal relationships

- Executive Director
- Executive Support Team colleagues
- CEO and other members of the Executive Team
- Broader leadership team
- Senior Clinical Staff
- All staff, volunteers and managers

External relationships

- Government Departments
- Other Health Service CEOs, Executive Assistants
- Patients and Consumers

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.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Not Applicable
Sitting – remaining in a seated position to complete tasks	Prolonged / 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	Not Applicable
Leg/foot movement to operate equipment	Not Applicable
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Not Applicable
Lifting/carrying – light lifting and carrying less than 5 kilos	Occasional
– Moderate lifting and carrying 5 – 10 kilos	Not Applicable
– Heavy lifting and carrying – 10 – 20 kilos.	Not Applicable
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Occasional
– moderate push / pull forces 10 – 20 kg	Not Applicable
– heavy push / pull forces over 20 kg	Not Applicable

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Reaching – arm fully extended forward or raised above shoulder	Not Applicable
Head/neck postures – holding head in a position other than neutral (facing forward)	Not Applicable
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Prolonged / Constant
– Gripping, holding, twisting, clasping with fingers/hands	Prolonged / Constant
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Not Applicable
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged / Constant
Hearing – use of hearing is an integral part of work performance	Prolonged / Constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged / 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	Prolonged / Constant
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Not Applicable
Job demands – high workload, tight deadlines, and competing priorities	Rare
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.	Not Applicable
Role specific considerations Support is available for staff exposed to psychological risks. Any adjustments that may be required can be discussed with your manager.	Not Applicable
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.
- 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.

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Vaccination requirements

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: July 2026

Developed by: Executive Officer and Team Lead

Date of next review: (12 months from now)

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