

# Role Description

## Executive Assistant

|                                  |                                     |
|----------------------------------|-------------------------------------|
| <b>Cluster</b>                   | Enterprise, Investment and Trade    |
| <b>Agency</b>                    | Museum of Applied Arts and Sciences |
| <b>Division/Branch/Unit</b>      | Executive Support                   |
| <b>Location</b>                  | All MAAS Sites                      |
| <b>Classification/Grade/Band</b> | Clerk Grade 5/6                     |
| <b>ANZSCO Code</b>               | 531111                              |
| <b>PCAT Code</b>                 | 1321592                             |
| <b>Date of Approval</b>          | March 2022                          |
| <b>Agency Website</b>            | maas.museum                         |

### Agency Overview

The Museum of Applied Arts and Sciences sits at the intersection of the arts, design, science and technology and plays a critical role in engaging communities with contemporary ideas and issues. Established in 1881, the museum includes the Powerhouse Ultimo, Sydney Observatory, the Museums Discovery Centre in Castle Hill and will expand to include the museum's new flagship - Powerhouse Parramatta. The Museum is custodian to over half a million objects of national and international significance and is considered one of the finest and most diverse collections in Australia.

The Museum of Applied Arts and Sciences is undertaking landmark renewal program which includes the creation of Powerhouse Parramatta, the largest cultural infrastructure project since the Sydney Opera House; the expansion of Powerhouse, Castle Hill which includes expanded storage and new research and public facilities and the renewal of the iconic Powerhouse Museum in Ultimo. Key to the renewal is the assessment and digitisation of over 380,000 objects from the museum's collection providing new levels of access.

### Primary purpose of the role

The Executive Assistant provides high level executive and administrative support to the Chief Executive, ensuring all administrative and organisational matters are prioritised and handled efficiently and effectively. At times the role will also be required to provide support to other areas of the business. This role is required to manage all projects/initiatives as assigned and is a key public facing role representing the Executive Office.

### Key accountabilities

1. Extensive high-level management of the Chief Executive's schedule, including all aspects associated with diary management, scheduling, liaison with stakeholders, and organisation of meetings.

2. Coordinate activities with the Director, Office of the Chief Executive, Senior Executive Assistant and Administrative team across the Powerhouse Museum, to ensure the Directorate is consistent, reliable and is provided with a high level of quality support.
3. Liaise with the Executive, Heads of Department and external stakeholders from varied spheres of business, government, philanthropic and investment sectors, other Cultural Sector executives and across Create NSW and the Department of Enterprise, Investment and Trade as required.
4. Coordinate committees, forums and events chaired by the Chief Executive. Prepare meeting agendas, briefing papers, minutes, action points, and all other necessary documentation associated with meetings including the management of record keeping functions and corporate systems.
5. Coordinate travel arrangements for the Chief Executive and all aspects of travel itineraries including flights, accommodation, transfer cars, conference registrations and relevant logistic aspects of travel (where required).
6. Draft and/or coordinate communications and correspondence with relevant stakeholders on behalf of the Chief Executive, ensuring all correspondence is appropriately managed as per Powerhouse Museum systems.
7. Undertake research and project work including reports, speeches and presentations in support of the Chief Executive
8. Undertake any other duties as directed by the Director, Office of the Chief Executive including administrative tasks, credit card reconciliations and payment of invoices and accounts as required.

### **General Requirements**

- Work in an interdisciplinary manner across project teams and Museum initiatives
- Adhere to all obligations, responsibilities and legislative requirements under current Work Health & Safety (WHS) Acts and Regulations, ensuring all areas under supervision are monitored for WH&S risks and hazards and are reviewed regularly

### **Key challenges**

- Managing high level, urgent and confidential issues, with a high degree of confidentiality
- Planning, and managing workflows to ensure deadlines and needs of the Chief Executive are met.
- Developing appropriate systems, procedures and controls to enhance the accuracy, timeliness and presentation of workflow for the Chief Executive;
- Having a strong understanding of each team's priorities to be able to manage multiple requests and identify priorities to deliver in a timely and effective way.
- Establishing effective working relationships and high standards of customer service; and
- Supporting the Director, Office of the Chief Executive in arranging and preparing Powerhouse Museums business gatherings of a formal or informal nature (where required).

## Key relationships

| Who                                      | Why   |
|--|---|
| <b>Internal</b>                          |   |
| • Chief Executive                        | • Receive overall direction and instruction and guidance from as well as providing updates on key projects, issues and priorities; keep informed  |
| • Director Office of the Chief Executive | • Receive overall direction and instruction and guidance from as well as providing updates on key projects, issues and priorities; keep informed  |
| • Senior Executive Assistant             | • Assist with tasks as required   |
| • Assistants across Powerhouse Museum    | • Provide support to ensure effective administrative support is provided across the organisation  |
| <b>External</b>                          |   |
| • All external stakeholders              | <ul style="list-style-type: none"><li>• Represent a first point of contact with the Office of the Chief Executive and set the ongoing relationship tone.</li><li>• Develop an effective network of both internal and external stakeholders to support and facilitate effective task management and implementation</li></ul> |

## Role dimensions

### Decision making

Determination of the relative urgency and priority of matters for the Chief Executive's consideration

### Reporting line

This position reports to the Director, Office of the Chief Executive

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements

- Demonstrated success in the provision of administrative and secretarial support to senior executives.
- Demonstrated experience in dealing with confidential and sensitive issues, and people in senior positions with a high level of tact and discretion.
- Excellent interpersonal and written communication skills with the ability to liaise with a diversity of stakeholder and client groups.

- Ability to determine priorities in an environment of tight and conflicting deadlines, using a high degree of initiative and independence.
- Ability to research and provide input into reports and briefs.
- Extensive experience in the use of the Microsoft suite software.

## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)


This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at [www.psc.nsw.gov.au/capabilityframework/ICT](http://www.psc.nsw.gov.au/capabilityframework/ICT)

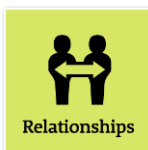
This role also utilises an occupation specific capability set.

## Capability summary

The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

## FOCUS CAPABILITIES

| Capability group/sets   | Capability name   | Behavioural Indicators   | Level               |
|---|---|--|---------------------|
|  | <b>Act with Integrity</b><br>Be ethical and professional, and uphold and promote the public sector values | <ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul> | <b>Adept</b>        |
|   | <b>Manage Self</b><br>Show drive and motivation, an ability to self-reflect and a commitment to learning  | <ul style="list-style-type: none"> <li>• Adapt existing skills to new situations</li> <li>• Show commitment to achieving work goals</li> <li>• Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>• Seek feedback from colleagues and stakeholders</li> <li>• Stay motivated when tasks become difficult</li> </ul>   | <b>Intermediate</b> |
|   | <b>Communicate Effectively</b><br>Communicate clearly, actively listen to others, and respond             | <ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> </ul>  | <b>Adept</b>        |



with understanding and respect

- Clearly explain complex concepts and arguments to individuals and groups
- Create opportunities for others to be heard, listen attentively and encourage them to express their views
- Share information across teams and units to enable informed decision making
- Write fluently in plain English and in a range of styles and formats
- Use contemporary communication channels to share information, engage and interact with diverse audiences

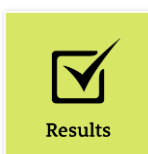
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**Commit to Customer Service**

Provide customer-focused services in line with public sector and organisational objectives

- Focus on providing a positive customer experience
- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
- Identify and respond quickly to customer needs
- Consider customer service requirements and develop solutions to meet needs
- Resolve complex customer issues and needs
- Cooperate across work areas to improve outcomes for customers

**Intermediate**



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**Plan and Prioritise**

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team goals and plans, and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

**Intermediate**

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**Think and Solve Problems**

Think, analyse and consider the broader context to develop practical solutions

- Identify the facts and type of data needed to understand a problem or explore an opportunity
- Research and analyse information to make recommendations based on relevant evidence
- Identify issues that may hinder the completion of tasks and find appropriate solutions
- Be willing to seek input from others and share own ideas to achieve best outcomes

**Intermediate**



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**Technology**

Understand and use available technologies to maximise efficiencies and effectiveness

- Generate ideas and identify ways to improve systems and processes to meet user needs

**Adept**

- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

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**Procurement and Contract Management**

Understand and apply procurement processes to ensure effective purchasing and contract performance





- Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing
- Conduct delegated purchasing activities in line with procedures
- Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements

**Intermediate**

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## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

| COMPLEMENTARY CAPABILITIES  |                                |  |                     |
|---|--------------------------------|--|---------------------|
| Capability group/sets   | Capability Name                | Description  | Level               |
| <br><b>Personal Attributes</b> | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change         | <b>Intermediate</b> |
|   | Value Diversity and Inclusion  | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | <b>Intermediate</b> |
| <br><b>Relationships</b>       | Work Collaboratively           | Collaborate with others and value their contribution   | <b>Intermediate</b> |
|   | Influence and Negotiate        | Gain consensus and commitment from others, and resolve issues and conflicts                            | <b>Adept</b>        |
| <br><b>Results</b>           | Deliver Results                | Achieve results through the efficient use of resources and a commitment to quality outcomes            | <b>Foundational</b> |
|   | Demonstrate Accountability     | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines         | <b>Foundational</b> |
| <br><b>Business Enablers</b> | Finance                        | Understand and apply financial processes to achieve value for money and minimise financial risk        | <b>Foundational</b> |
|   | Project Management             | Understand and apply effective planning, coordination and control methods                              | <b>Foundational</b> |