

POSITION DESCRIPTION

Position Title:	Executive Assistant to the Ombudsman and Deputy Ombudsman, Operations
Position Number:	100002
Work Unit/Division:	Executive
Classification:	VPS Grade 4
Salary Range:	\$97,955 to \$111,142 per annum plus 12% employer superannuation contribution
Employment Type:	Ongoing
Position Reports to:	Senior Executive Officer
Location:	Level 2, 570 Bourke Street, Melbourne Vic 3000

About Us

The Victorian Ombudsman (VO) provides a free, independent, accessible and impartial service to the public. Our purpose is to ensure fairness for the public in their dealings with the Victorian public sector, to improve public administration, and engage within both public organisations, the government sector and the broader community. The *Ombudsman Act 1973* (Vic) is the governing legislation.

The VO's role is to ensure that the services of state and local government, and other public organisations are delivered in a fair and reasonable manner that is compatible with the *Charter of Human Rights and Responsibilities Act 2006* (Vic) and that human rights have been taken into consideration in decision making.

About the Role

The Ombudsman and Deputy Ombudsman, Operations share a full-time Executive Assistant.

Reporting to the Senior Executive Officer, this dynamic role requires a person with expertise and experience in providing high level executive support in a sensitive and confidential environment, who is a collaborative operator and passionate about service excellence.

The Executive Assistant will have excellent attention to detail and demonstrated time management and prioritisation skills to manage multiple Executives' activities.

They will be able to foster trust across the organisation and liaise effectively and professionally with stakeholders to meet business needs, while demonstrating initiative, sound judgement, and a solution focus.

As a sworn member of Ombudsman staff, the Executive Assistant will faithfully and impartially perform the duties of office of Ombudsman and will not divulge, except according to law, any information received in the performance of those duties.

Core to your success in this role is the ability to obtain a strong understanding of the *Ombudsman Act 1973*.

Key Accountabilities

- Provide a range of effective executive administrative support functions, including accurate diary and email management, coordinating meetings and events and Executive travel.
- Manage workflow to ensure that correspondence, documents, briefing and meeting requests and issues are prioritised, brought to the attention of the relevant Executive in a timely way and actioned.
- Liaise effectively with internal and external stakeholders to provide timely advice and information to meet business objectives.
- Coordinate a range of office tasks, including assisting with administrative processes and activities of the Office of the Victorian Ombudsman and the Operations Division.
- Adapt to ongoing continuous improvement and quality assurance processes.
- Other duties as required.

Key Selection Criteria

1. Expertise providing high-level administrative and executive support to senior management with demonstrated experience managing multiple Executives' activities.
2. Highly organised with excellent attention to detail and experience analysing issues, prioritising tasks, managing executive workflows, and determining priorities in a fast-paced environment with competing deadlines and limited direction.
3. Excellent interpersonal skills: ability to work as part of a team and independently; demonstrated commitment to service excellence; and a proven ability to deal with confidential and sensitive issues in a manner that fosters trust and rapport across all organisational levels.
4. Demonstrated initiative and sound judgement with the proven ability to problem solve.
5. Strong expertise working with a range of computer applications including Microsoft Office Suite, spreadsheets and document and workflow management systems.

Capabilities

Knowledge and Skills	Capability Description
Stakeholder Management	Identifies issues in common for one or more clients or stakeholders and uses them to build mutually beneficial partnerships; Identifies and responds to stakeholder's underlying needs; Uses understanding of the stakeholder's organisational context to ensure outcomes are achieved
Customer Focus	Monitors customer satisfaction to gain critical insights; Looks for continuous improvement opportunities and ways to innovate;
Critical Thinking and Problem Solving	Resolves issues through deep understanding or interpretation of existing guidelines. Where guidelines are not available, analyses ideas available and takes action through self, or in consultation with others to resolve problems. If required, determine additional information needed

	to make informed decisions. Applies critical thinking and problem-solving concepts in the right context
Innovation and Continuous Improvement	Seeks opportunities for continuous improvement and ways to innovate; Offers suggestions and ideas, encourages others to do the same; Leverage on existing continuous improvement systems and procedures to improve outcomes, quality and efficiency of work; Creates space for learning and innovation by seeking for input and feedback from others
Personal Qualities	Capability Description
Flexibility and adaptability	Accept changed priorities without undue discomfort. Responds quickly to changes. Comfortable working in collaboration with teams outside of own organisation
Working collaboratively	Cooperates and works well with others in pursuit of team goals; Share information and acknowledge others' efforts; Step in to help others where required
Self-awareness	Understands how emotional responses can be expressed in work situations and the impact they may have on self or others; Able to assess personal strengths and weakness using feedback from other team members

Responsibilities:

Environmental: VO is committed to lead by example, through environmentally sustainable practices in our workplace and activities.

OHS: Under section 25 of the *Occupational Health and Safety Act 2004* employees must take reasonable care of their own health and safety and that of others and cooperate with their employer in the workplace.

Recordkeeping Responsibilities: As an employee of the officer in charge of a public office, full and accurate records of the business of the office must be kept in accordance with Section 13(a) of the *Public Records Act 1973*.

Other relevant information:

All appointments to Victorian Ombudsman are subject to reference checks, pre-employment misconduct screening, Working with Children and criminal record checks.

Mandatory checks include:

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa.
- The successful applicant will be employed pursuant to the Victorian Public Service Enterprise Agreement 2024 and VO's relevant policies.
- Appointments will be subject to a National Police Check and Working with Children Check
- Completion of a conflict of interest and declarable associations form.
- Satisfactorily complete (as per legislation) a:
 - Statutory Declaration for recruitment purposes
 - Confidentiality Declaration
- All new employees are required to take an oath or affirmation on commencement.
- All new employees will refrain from engaging in any other remunerative employment without the explicit prior consent of the Ombudsman.

Values: All VO employees comply with the Victorian Public Sector Employees of Special Bodies values. These values require that public officials demonstrate responsiveness, integrity, impartiality, accountability, respect, leadership, and that they respect and promote human rights.