

# Executive Office Coordinator



<b>Department</b>	Office of the CEO
<b>Primary location</b>	Bowden
<b>Award and Classification</b>	Social, Community, Home Care and Disability Services Award 2010
<b>Reports to</b>	CEO

## POSITION SUMMARY

The Executive Office Coordinator provides governance and executive support to the Board, Board Committees, Chief Executive Officer and Executive Leadership Team. The role ensures the effective operation of the Office of the CEO, high-quality governance processes, and coordinated executive workflows that support informed decision-making, organisational performance and compliance. Operating as a central point of coordination, the role goes beyond traditional administrative support by contributing to governance quality, CEO and executive team support, CEO office administration, and the effective use of contemporary digital tools and systems.

## KEY RESPONSIBILITIES

<p><b>BOARD AND GOVERNANCE SUPPORT</b></p> <ul style="list-style-type: none"> <li>• Provide end-to-end secretariat support to the Board and Board Committees, including agendas, high-quality papers, minutes, action tracking and decision registers.</li> <li>• Attend Board, Committee and senior governance meetings to take accurate minutes and ensure timely follow-up of actions and decisions.</li> <li>• Maintain Board registers and governance records, including conflicts of interest, resolutions, skills and training.</li> <li>• Coordinate Board and Committee meeting cycles, forward agendas and annual governance calendars.</li> <li>• Support Board and Committee member induction, orientation and ongoing information requirements.</li> <li>• Support the CEO to ensure clear, timely and well-structured information flow with the Board and Executive Team.</li> </ul>
<p><b>CEO SUPPORT</b></p> <ul style="list-style-type: none"> <li>• Provide high level administrative support to the CEO, including diary management, correspondence, meeting coordination and follow-up.</li> <li>• Prepare, coordinate and quality-assure briefing papers, reports, correspondence and presentations for the CEO.</li> </ul>

<ul style="list-style-type: none"> <li>Under the direction of the CEO, coordinate the input of team members in the development of key reports, including Board and CEO reports, external reporting and ad hoc reports as required.</li> <li>Support the CEO to manage priorities, track commitments and ensure timely delivery of agreed actions.</li> </ul>
<p><b>EXECUTIVE TEAM AND SENIOR FORUMS</b></p>
<ul style="list-style-type: none"> <li>Provide coordinated support across the Executive Leadership Team, particularly where work interfaces with Board, governance or whole-of-organisation priorities.</li> <li>Assist with the coordination and facilitation of executive meetings, senior management forums and strategic discussions.</li> <li>Support cross-functional initiatives and projects as delegated by the CEO, ensuring documentation, accountability and progress tracking.</li> </ul>
<p><b>SYSTEMS, TOOLS AND CONTINUOUS IMPROVEMENT</b></p>
<ul style="list-style-type: none"> <li>Maintain and improve governance and executive support systems, processes and templates to ensure consistency, quality and efficiency.</li> <li>Demonstrate strong capability in contemporary digital tools and platforms to support board management, document control, collaboration, workflow tracking and secure information sharing.</li> <li>Identify and implement opportunities to improve executive and governance effectiveness through better use of technology, data and automation.</li> <li>Ensure information management practices support confidentiality, version control and compliance obligations.</li> </ul>
<p><b>OTHER DUTIES</b></p>
<ul style="list-style-type: none"> <li>Any other duties appropriate to the role.</li> </ul>

**KEY REPORTING / WORKING RELATIONSHIPS**

<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>Board</li> <li>CEO</li> <li>Executive Team</li> <li>Senior Management</li> </ul>	<p><b>External</b></p> <ul style="list-style-type: none"> <li>Stakeholders and partners engaging with CEO and executive</li> </ul>
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**KEY PERFORMANCE INDICATORS**

<p>The following areas will be assessed and measured through Unity’s Professional Development Program to monitor effective performance in accordance with the requirements of this Job Description, Unity’s Policy and Procedure framework, Strategic Plan and the employment contract:</p> <ul style="list-style-type: none"> <li>Board and Committee papers, agendas and minutes are accurate, concise, high quality and delivered within agreed timeframes.</li> </ul>
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- Board and governance action items, resolutions and key decisions are clearly recorded, tracked and completed on time.
- The CEO is effectively supported through well-coordinated diaries, meetings, briefings and follow-up of priorities and commitments.
- Information provided to the CEO, Board and Executive Team is timely, well-structured and supports informed decision-making.
- Governance registers (including conflicts of interest, resolutions and skills) are current, accurate and compliant.
- Executive and governance processes operate efficiently, with continuous improvement in systems, templates and workflows.
- Digital tools and systems are used effectively to support document control, security, collaboration and workflow tracking.
- Professional, confidential and responsive service is provided to the CEO, Board members, executives and key stakeholders.
- Strong working relationships are maintained with Board members, executives and senior staff.

Specific Performance Measures (KPIs) will be identified in conjunction with the designated Manager for this role to ensure that outcomes detailed in the above Key Responsibilities are aligned with Unity's Strategic Plan and are properly measured in determining the level of performance.

## SPECIAL CONDITIONS

- Hours of work are as per contract
- Position is based at the designated office but there may be a requirement to work across all Unity sites
- A six-month probationary period will apply
- 5 weeks' annual leave (pro rata for part time). Casuals receive the casual loading in accordance with the relevant Award in lieu of paid leave entitlements
- Operate within Unity's Policy and Procedure framework, as amended from time to time
- Authority to initiate and approve expenditure within financial delegation limits, as per Unity's Delegations of Authority policy (Appendix A - Schedule of Delegations)
- Some out of hours work may be required during peak times of activity or tight deadlines and will be negotiated in advance, where applicable and approved overtime or TOIL will apply
- Prior to appointment and on an ongoing basis staff must undergo satisfactory criminal and relevant history screenings
- This position has mandatory reporting requirements under child protection legislation and appropriate training must be completed
- All Unity Housing staff are expected to participate in activities and spirit of Unity's Reconciliation Action Plan (RAP) and to contribute towards the achievement of the organisation's Environmental, Social and Governance (ESG) outcomes

## VALUES AND BEHAVIOURS

All Unity staff are required to model the following behaviours and values and participate in performance reviews and management as directed and in line with published expectations as outlined in the Code of Conduct, Strategic Plan and related documents. These are available on Unity’s intranet and website and updated as necessary:

- **Social Justice** – *We advocate for and actively support fairness, equality, and justice.*
- **Innovation and Creativity** – *We encourage innovation and creativity.*
- **Collaboration and Partnerships** – *We support collaborative efforts and partnerships.*
- **Transparent and Ethical** – *We ensure integrity and an ethical approach.*
- **Leadership and Professionalism** – *We lead with vision and integrity and promote professional excellence.*
- **Empowerment and Respect** – *We foster an environment of respect and a focus on empowering others.*

## PERSON SPECIFICATION

SKILLS AND ABILITIES	
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• High level organisational and coordination skills, with the ability to manage competing priorities and deadlines.</li> <li>• Proven ability to prepare high-quality Board and executive documentation.</li> <li>• Strong written communication skills with attention to detail.</li> <li>• Demonstrated capacity to work with discretion, confidentiality and professionalism.</li> <li>• Ability to coordinate complex workflows across senior stakeholders.</li> <li>• Well-developed interpersonal skills, including engagement with Board members and executives.</li> <li>• Strong digital capability, including advanced use of Microsoft 365 and board or document management systems.</li> <li>• Ability to work autonomously and exercise initiative and judgement.</li> <li>• Commitment to continuous improvement of governance and executive support processes.</li> </ul>	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience supporting Boards or governance committees.</li> <li>• Experience improving or implementing governance or executive support systems.</li> <li>• Familiarity with the not-for-profit, community housing or human services environment.</li> </ul>



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EXPERIENCE	
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Substantial experience in a senior executive support, governance support or secretariat role.</li> <li>• Demonstrated experience supporting a CEO and/or executive team.</li> <li>• Experience managing Board or executive meeting cycles and documentation.</li> <li>• Proven experience managing confidential and sensitive information.</li> </ul>	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience working with Boards and Committees in a regulated or values-based organisation.</li> <li>• Experience supporting organisational change, complex projects or whole-of-organisation initiatives.</li> </ul>
EDUCATION / QUALIFICATIONS	
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Relevant qualification in business administration, governance, management or a related discipline, or equivalent demonstrated experience.</li> </ul>	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Formal governance or company secretariat training.</li> <li>• Ongoing professional development in executive support or governance.</li> </ul>

**APPROVAL**



Chief Executive Officer

Date 21 April 2026

**EMPLOYEE ACKNOWLEDGEMENT**

I acknowledge receipt of and agree to the duties and expectations as outlined within this job description.				
<b>Name</b>		<b>Signature</b>		<b>Date</b>

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