

EXECUTIVE ASSISTANT

Role: Executive Assistant
Department: Office of the CEO

Working at the Sydney Symphony Orchestra means you are part of an organisation that has presented music in Sydney and around the world for 90 years. We tour with some of the greatest names in classical music, and present unique on-stage collaborations with performers from across the world of music in our home city.

Our priority is to support live music, our staff and musicians and our loyal customers who demonstrate their rock-solid support every day.

PURPOSE

The Executive Assistant is responsible for providing high-level administrative support to the CEO, Chair and Chief Conductor as required, as well as coordinating the activities of the Executive team and Board.

The Executive Assistant is an experienced corporate administrator who can work collaboratively and is a well-organised person who handles day-to-day operations with a focus on efficiency and time management. The Executive Assistant is responsible for streamlining administrative procedures and identifying opportunities for process improvements. The Executive Assistant is an energetic, flexible and ‘unflappable’ professional who thrives in a fast-paced environment and doesn’t mind wearing multiple hats.

The Executive Assistant should be comfortable liaising with internal and external stakeholders at all levels, including Directors, Executives, community members, donors, artists and senior government representatives.

KEY RESPONSIBILITIES

- Manage the calendars of the Chief Executive and Chair.
- Collaborate with Executive Team members to ensure smooth preparation of materials in advance of Executive Team and Board meetings.
- **Board of Directors & Committees:** In collaboration with the Company Secretary and the CEO, manage the annual Board and Committees calendar; prepare, edit and finalise Board and Committee meeting materials for timely distribution; arrange Board and Committee meetings; and support the smooth operation of Board-related matters.
- In collaboration with the Chair, CEO and Company Secretary, prepare and distribute agendas for Board and committee meetings.
- Attend Board and Executive Team meetings; prepare minutes and manage actions arising.
- Manage multiple project timelines effectively.
- Provide day-to-day administrative support to the CEO and Chair including:
 - Drafting letters, emails, reports and meeting minutes
 - Manage the CEO’s inbox, keeping track of email issues requiring resolution in a timely fashion, and delegating to the Executive team where appropriate.
 - Make meeting, travel, meal, conference, teleconference, business gift and other arrangements as required.
 - Process invoices.
 - Complete credit card reconciliations and expense claims.
 - Arrange concert tickets.
 - Arrange Artist entertainment as required
- Provide office management services including:
 - Routine purchasing of kitchen items and stationery

- Order catering for full company events, meetings and conferences
- Liaising with building management and suppliers to schedule office repairs and building maintenance
- Manage office swipe passes and security access
- Ensure the office environment is clean and presentable
- Respond to enquiries and routine requests for information, escalating enquiries as necessary, to ensure the provision of accurate information.
- Provide event coordination support
- Update records and databases, complying with records management processes, to ensure information is accurate, stored correctly and accessible.
- Other duties as required.


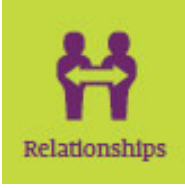


QUALIFICATIONS & EXPERIENCE

- Previous experience providing administrative support at the Executive level.
- Ability to work proactively and autonomously with limited supervision.
- Demonstrated success managing projects end-to-end and meeting deadlines in a fast-paced environment.
- Excellent written and verbal communication skills; English grammar, business writing and spelling skills combined with a strong attention to detail.
- Demonstrated ability to manage sensitive and confidential information with discretion.
- Advanced proficiency in Microsoft Office 365.
- Experience working with large customer databases.
- Demonstrated experience providing event support.
- Excellent organisational and time management skills.
- Ability to prioritise and delegate tasks.
- A passion for arts, culture, and classical music.
- The highest possible ethical standards in all aspects of professional life.

To apply please send a CV and Cover Letter to recruitment@sydneysymphony.com by 21 April 2024.

Please note that applications without a Cover Letter will not be considered.

CAPABILITIES

Capability Group	Capability Name	Level
	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Foundational
	Deliver Results	Intermediate
	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Demonstrate Accountability	Foundational
	Finance	Foundational
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth, and develop and apply new skills Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Promote a customer focused culture in the organisation and consider new ways of working to improve customer experience Ensure systems are in place to capture customer service insights to improve services

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches • Ensure that the organisations systems processes policies and programs respond to customer needs
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Understand the links between the business unit, organisation and the strategic agenda • Ensure business plan goals are clear and appropriate including contingency provisions • Monitor progress of initiatives and make necessary adjustments • Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately • Consider the implications of a wide range of complex issues, and shift business priorities when necessary
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • 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