

POSITION DESCRIPTION

Position:	Executive Assistant
Reports To:	Chief Executive Officer (CEO)
Direct Reports:	nil
Status:	Full-time
Location:	East Melbourne

ORGANISATION BACKGROUND

inTouch provides integrated and culturally responsive services to women from migrant and refugee communities experiencing family violence. inTouch works across the family violence continuum, providing culturally informed early intervention, case management, family and migration law assistance, men’s behaviour change programs, evidence-based policy and advocacy work, and enhanced capacity-building across the sector and community.

inTouch supports victim-survivors on their long-term recovery journey through economic independence, social connections and resilience, and wellbeing and therapeutic interventions.

These services are informed by an integrated inLanguage, inCulture delivery model and supported by our diverse workforce, which is comprised primarily of people who are migrants and refugees themselves. Our team’s unique understanding of culture and the migration journey allows inTouch to deliver expert, specialist case management to our clients in over 20 languages.

Over the past 40 years, inTouch has helped over 30,000 women and we continue to work with our partners to ensure that women, children, and families have every opportunity to thrive to reach their full potential to build happy, healthy and productive lives.

POSITION SUMMARY

The Executive Assistant provides comprehensive, operational and administrative support to the CEO to ensure the efficient and effective operation of the Executive Team in implementing business strategy and delivery of key initiatives. This includes providing quality and timely support including managing schedules and day to day requirements of the Executive office.

KEY RELATIONSHIPS

Internal	The incumbent is expected to develop and maintain respectful and effective working relationships with all InTouch staff and stakeholders.
External	Various government departments, relevant academic institutions, clients and local community organisations.

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POSITION ACCOUNTABILITIES

- Comprehensive inbox screening and diary management with follow up.
- Expense management, travel bookings, and other administrative tasks as directed by the CEO.
- Preparation and facilitation of Executive, all staff and CEO and meetings handling agendas, documents, minutes, and action items.
- Liaison and engagement with internal and external stakeholders such as the Board and Committees members, Executive Team, suppliers and vendors, employees and government entities in a professional manner.
- Planning and delivery of quality work in alignment with organisational priorities and timelines, organisational goals, and business and industry best practices.
- Communications on behalf of the CEO and the CEO Office.
- Collaborate with the CEO/Executive Team on special projects, research, and strategic initiatives, ensuring deadlines are met and objectives are achieved.
- Confidential data and record management and handling, preparation and drafting of confidential documents, correspondence, reports and presentations to a high standard.
- Support office operational staff with general operations including new starter coordination and processes as required.
- Company Secretary and Board support: Minute taking, paper preparation and collation, calendar coordination, travel and event arrangements, diligent administration.

EXTENT OF AUTHORITY

All expenditure on behalf of inTouch must be aligned to the Delegations of Authority.

KEY SELECTION CRITERIA

Essential

- Demonstrated experience as an Executive Assistant, supporting Executive management, senior leaders, Company Secretary and Board.
- Experience with minute taking and agenda setting.
- Experience supporting strategy roll out and management of organisational change.
- Flexibility and the ability to pivot.
- Upholds integrity, aligns with organisational values, and exhibits honesty and reliability in interactions.
- Proven organisational skills, adept at managing competing priorities, maintaining attention to detail, and meeting deadlines under pressure.
- Strong interpersonal and written/verbal communication skills.
- Confident in troubleshooting and problem-solving, making decisions with a solutions-oriented mindset.
- Ability to generate and handle confidential documentation for an Executive-level role.
- Demonstrates personal maturity and exercises discretion with sensitive matters.

PERSONAL ATTRIBUTES

- Team player who is committed to building and upholding the InTouch reputation.
- Professional and responsible disposition at all times.
- High level of discretion.
- Ability to manage multiple priorities.
- Values driven.

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