

| | |
|----------------------------|---|
| Title | Personal Assistant & Administration Manager |
| Reports to | Head of Conservation (Fine & Decorative Arts) |
| Division/Department | Fine & Decorative Arts |
| Location | 53 Victoria Avenue, Chatswood |

1. PURPOSE

The Personal Assistant & Administration Manager plays a pivotal role in managing daily operations and administrative support for the Head of Conservation. An important part of the role is supporting large projects administration and client service, identifying business process efficiencies that utilise IT systems and managing team administration for the Fine & Decorative Arts Division.

The Personal Assistant & Administration Manager supports senior manager communication and correspondence, coordinates and minutes team meetings, organises travel and logistics, manages calendar and job scheduling, and provides general administration to ensure smooth running of the Division. Other responsibilities include assisting with the timely production of quotes for large projects, client communications, coordinating job delivery, invoicing, arranging transport, and drafting and editing reports.

In addition, all staff are encouraged to broaden their skill base by supporting projects in other disciplines when opportunities arise.

Fostering client relationships and networking to promote future work opportunities is also an important element of the role.

2. REPORTING RELATIONSHIPS

The Personal Assistant & Administration Manager:

| | |
|---|---|
| Reports to | <ul style="list-style-type: none"> Head of Conservation (Fine & Decorative Arts) |
| Occasionally supervises work undertaken by | <ul style="list-style-type: none"> casual staff subcontractors |

3. DUTIES AND RESPONSIBILITIES UNDERTAKEN BY ALL ICS STAFF

This position description should be read in conjunction with the following documents:

- Working at ICS: Position Guide*, which provides an overview of duties relevant to all ICS staff

4. MAJOR RESPONSIBILITIES

Personal Assistant

Outcome: Personal assistant to senior management to support complex tasks and divisional administration.

- Handle incoming calls, emails, and correspondence, screening and prioritizing messages appropriately
- Proactively manage and organise the Head of Conservation's calendar, scheduling appointments, meetings, and conferences
- Coordinate travel arrangements, including flights, accommodations, and transport
- Assist with expense management, reimbursement processes, and budget tracking
- Clear and timely communication with team members, clients, partners and vendors
- Prepare meeting agendas, materials and presentations
- Take and distribute minutes, and follow up action items and deadlines to ensure timely completion
- Efficient record-keeping to ensure easy retrieval
- Identify and implement business system improvements utilising IT solutions
- Identify and communicate to the Media Officer opportunities for ICS social media stories,.
- Handle ad hoc administrative tasks and projects as assigned

Project Management

Outcome: Project management skills are utilised to support successful job outcomes

- Use ICS processes and project management practices to plan and coordinate jobs
- Communicate about job schedules and progress on behalf of Senior Managers
- Communicate effectively with clients about work progress
- Support the writing of submissions and quotes
- Ensure on time invoicing and record keeping for projects
- Draft, edit and compile data for presentations and reports
- Coordinate quotes and bookings for transport and other subcontractors
- Ensure accurate recordkeeping, and provide job reporting as required

Client Relations

Outcome: ICS clients are confident about our work and value their interactions with staff, resulting in ongoing, productive relationships

- Engage, inform and communicate effectively with the goal of providing excellent client service.
- Support Senior Managers to manage client enquiries and expectations during all stages of work
- Provide regular advice to ICS Management about client feedback.
- Support ICS Management to effectively deal with client concerns.

Teamwork and leadership

Outcome: ICS conservation and administration teams function smoothly to maximise productivity and well-being of staff

- Support or coordinate Division meetings and administration.
- Actively engage with all staff to ensure effective internal and external communications.
- Contribute to the skills development of peers and team members, eg. through sharing knowledge, insights and learnings.

- Engage with and contribute to the achievement of ICS strategic goals

Work, Health and Safety

Outcome: ICS is a healthy and safe work environment for all staff

- Take reasonable care and cooperate to protect the health and safety of self and others.
- Model safe work practices in own behaviours.
- See *Working at ICS: Position Guide* for more detailed information for all staff and supervisors.

Professional Development and training

Outcome: Personal career goals are nurtured and enhance ICS standing in the profession

- Actively engage in personal professional development, eg. through on-the-job acquisition of expertise, formal training, and through professional activities, organisations and events.

5. ADDITIONAL DUTIES

Occasional related duties may be required from time to time.

APPROVALS AND REVISION

| Written/revised by | Approved by | Approval date |
|-----------------------------------|------------------------|----------------------|
| Ruth Thompson, Operations Manager | Adam Godijn, HOC (FDA) | 26 June 2023 |
| Ruth Thompson, Operations Manager | Adam Godijn, HOC (FDA) | 17 April 2024 |
| | | |

KEY SELECTION CRITERIA

Skills and knowledge

1. Excellent communication skills in English, both written and verbal
2. Proactive and resourceful problem-solving skills
3. A high level of accuracy, numeracy and attention to detail
4. Ability to maintain confidentiality and handle sensitive information.
5. High level computer skills including proficiency in MS Word, Excel, PowerPoint, Outlook, web and database applications

Personal attributes

6. Strong interpersonal skills that bring positive contributions to the team environment, along with the ability to work independently.
7. Ability to work independently, set priorities, and manage time effectively
8. Exceptional attention to detail and accuracy.
9. Flexibility to adapt to changing priorities and work effectively under pressure.
10. Initiative and willingness to learn
11. Outcomes-focused, with a level-headed approach, helpful attitude and excellent work ethic
12. Warm, confident and resilient
13. Strong commitment to client service
14. Interest in and appreciation of the arts and conservation

Experience

15. Proven experience as a Personal Assistant or similar role
16. Experience developing well-presented information for clients, in both paper-based and digital formats
17. Experience using a range of IT systems and applications
18. Prior experience or a good understanding of working in the visual arts sector is desirable

Qualifications/Essential requirements

19. Relevant qualification, or eligibility for enrolment in a Certificate III or higher qualification in a relevant course
20. Drivers Licence
21. Australian citizenship or permanent residency