

## Position description

<b>Position</b>	Executive Assistant Corporate Services
<b>Position Number</b>	200279
<b>Classification level</b>	C
<b>Group</b>	Corporate Services
<b>Reports to</b>	Executive General Manager Corporate Services
<b>Location</b>	1010 La Trobe Street Docklands Victoria
<b>Date</b>	April 2024
<b>Tenure</b>	Permanent full-time

## Our organisation

VicTrack is custodial owner of Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

## Our business groups

Our business is made up of three specialist delivery groups – Property, Telecommunications and Project Delivery – supported by Corporate Services, Strategy & Transformation and the Office of the Chief Executive.

## Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

## Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

## Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

## Dimensions

### Reporting relationships

The Executive Assistant Corporate Services reports directly to the Executive General Manager (EGM) Corporate Services.

### Budget

N/A

### Other

N/A

## Purpose of the position

The primary purpose of the Executive Assistant Corporate Services is to provide support to the Executive General Manager Corporate Services. As a significant executive support role at VicTrack this position will require an understanding of VicTrack's strategic objectives in order to support their Manager and other Executives to achieve business objectives.

## Key accountabilities/functions

- Diary and email management for the EGM Corporate Services. This includes arranging emails to receive appropriate priority from the EGM, anticipating the EGM's needs and priorities in the planning of daily events and commitments, and arranging appointments and meetings by taking the initiative to resolve any conflicts in appointments.
- Perform general administration tasks including (but not limited to) document management, prepare/assemble materials and documents for meetings, catering, equipment set up, maintaining the Corporate Services distribution list and arranging couriers as required by the EGM Corporate Services.
- Proactively coordinate meetings as required by the EGM Corporate Services and other Group Managers within the Corporate Services Group, which includes the coordination of Corporate Services forums, team building events and the Corporate Services Christmas Party. This involves the preparation of agendas and materials, coordinating PowerPoint slides, follow up of action items and accurate minute taking.
- Onboard new suppliers and manage contract POs for Corporate Services
- Coordinate the writing of the papers for Corporate Services Committees and Executive and Board meetings which includes coordinating and preparing the Agenda, Matters Arising, forward program and papers for EGM Corporate Services review, and taking accurate minutes to be distributed on a timely basis. This role will be the secretary for the following key committees:
  - Remuneration, Human Resources & Integrity Committee
  - Information Governance Committee
  - Financial Attributes Steering Committee
  - Digital Program Steering Committee
  - Health & Safety Steering Committee
  - Executive General Managers Committee (three month rotating roster with other Executive Assistants)
  - Executive General Manager & Senior Leaders Forum (monthly rotating roster with other Executive Assistants).
- Communicate professionally on behalf of the EGM Corporate Services to a variety of stakeholders, including internal and external Executives, by redirecting or providing appropriate responses.
- Liaise and coordinate Ministerial briefings and Ministerial replies with the relevant Minister's Office on behalf of the EGM Corporate Services.
- Process payments of invoices as required by the EGM Corporate Services and other Group Managers within the Corporate Services Group. This includes managing payments for RIW training, scheduling RIW training and support the business with TAP forms.
- Understand and contribute to the overall strategic direction of the Corporate Services Group and VicTrack.
- Other duties as assigned by the Executive General Manager Corporate Services.

## Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

## Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

## Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety
- be aware of the railway safety requirements associated with their duties and responsibilities
- take whatever action is possible to prevent unsafe conditions and/or incidents
- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

## Individual attributes

### Qualifications

- Degree or Diploma in Business and/or Human Resource management is desirable.

### Knowledge and experience

- Extensive experience in a PA/EA role at an Executive and Management level.
- Extensive stakeholder/customer management experience, identifying customer needs and responding within challenging targets.

### Skills

- Advanced Microsoft Office skills
- High level interpersonal skills with the ability to effectively communicate – both verbal and written, with a wide range of people and proactively build and enhance relationships
- Ability to organise and set priorities to deal with a diverse workload and manage many tasks concurrently
- Demonstrated ability to make clear and logical decisions
- Excellent attention to detail with the ability to maintain accuracy
- Willingness to adapt, compromise and overcome problems
- Excellent organisational, office management and task management skills

- High level of initiative and self-motivation
- Integrity and confidentiality
- Ability to prioritise and manage tasks and projects within deadlines and work with minimal supervision

### Interpersonal and other features

#### **Internal relationships**

As a member of the Executive Assistant group this role requires daily interaction with other Executive Assistants along with working closely with them to ensure all Executives' needs are met.

#### **External relationships**

This role requires awareness and reflection of the VicTrack brand during daily interaction with internal and external stakeholders, both from other government agencies and members of the community.