

## Position description

<b>Position title</b>	Business Support Manager & Senior Executive Assistant
<b>Position number</b>	201258
<b>Classification level</b>	D
<b>Group</b>	Office of the Chief Executive
<b>Reports to</b>	Chief Executive Dotted line reporting to Deputy Chief Executive (BAU operations, systems and process alignment)
<b>Location</b>	1010 La Trobe Street, Docklands
<b>Date</b>	February 2026
<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 two specialist delivery groups – Property and Telecommunications – supported by Corporate Services 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

Indirect line management of two Executive Assistants in the Office of the Chief Executive.

The Business Support Manager & Senior Executive Assistant provides the wider Executive Assistant function coordination and professional oversight across the administration support function.

Note that Executive General Managers retain line management relationships with their administrative staff.

### Budget

Oversight of centralised administrative budgets (e.g. stationery and shared support costs).

Provide budget recommendations to the Chief Executive and Deputy Chief Executive for approval.

Oversight of off-site meeting and function coordination processes including venue bookings, with recommendations for centralisation where appropriate.

## Purpose of the position

To provide high quality, proactive executive assistant support to the Chief Executive while lifting the capability, consistency, responsiveness and professionalism of the organisation's administrative support function.

The role combines hands on senior executive assistance with leadership, performance management and continuous improvement of administrative support across the business.

The role also supports the effective operation of executive and governance processes by coordinating documentation, briefings and executive papers, and assisting with the management of actions and priorities arising from executive and board-level forums. In doing so, the role helps ensure that executive meetings and governance forums operate effectively through well-coordinated agendas, accurate documentation and timely distribution of materials.

The position also plays an important role in supporting the quality and timeliness of information provided to the Chief Executive and executive leadership, helping ensure decisions are supported by clear and well-managed documentation. Through strong coordination and attention to detail, the role contributes to the smooth operation of executive processes and the effective management of actions and priorities across the Office of the Chief Executive.

It is intended that this is a hybrid position combining office management, administrative assistance and process improvement.

## Key accountabilities/functions

### 1. Executive support

- Provide comprehensive executive assistance to the Chief Executive, including diary and inbox management, preparation of correspondence and briefing materials, coordination of meetings and oversight of priorities.
- Prepare and coordinate documentation, presentations, agendas and other materials to support executive and governance processes.
- Monitor and follow up actions, deadlines and approvals to support effective decision-making and workflow management.
- Act as a professional and responsive point of contact for internal and external stakeholders.

### 2. Office management and administrative coordination

- Support the effective operation of the Office of the Chief Executive, including coordination of shared administrative activities and resources.
- Contribute to the development, improvement and consistent application of administrative systems, processes and standards across the organisation.
- Identify opportunities to enhance efficiency, professionalism and service quality within administrative support functions.
- Provide oversight of shared administrative budgets and office-related coordination activities.

### 3. Administrative support leadership and oversight

- Provide leadership, guidance and coordination across the administrative support function to promote consistency, professionalism and service excellence.
- Support performance development processes for administrative staff within the Office of the Chief Executive.
- Foster a responsive, solutions-focused service culture that supports executives and stakeholders.
- Contribute to recruitment, onboarding and capability uplift initiatives within the administrative support cohort.

### 4. Digital capability and ways of working

- Use Microsoft 365 applications, including Outlook, Word, Teams and SharePoint, to support efficient communication and collaboration.
- Promote effective and consistent use of digital systems within the Office of the Chief Executive and broader administrative support environment.

### 5. Governance and records support

- Support executive and committee processes through coordination of agendas, documentation and records.
- Contribute to effective tracking and follow-up of actions arising from executive forums.
- Promote high standards of accuracy, confidentiality and record management.

### 6. Decision making authority

- No delegated authority to make decisions independently.
- The role operates under broad direction of the Chief Executive.
- Recommendations relating to administrative processes, systems and resource allocation are provided to the Chief Executive and Deputy Chief Executive for approval.
- The position exercises judgement and initiative within established policies and procedures.

### 7. Other

- Undertake additional tasks as required to support OCE and wider organisational priorities.

## 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

- Minimum five years' experience in Senior Executive Assistant and Office Management roles supporting C-suite or equivalent executives.
- Tertiary qualifications in business administration, project management or a related field desirable (or equivalent experience).
- Formal training or demonstrated capability in areas such as training, performance management, process improvement or service delivery (desirable).

#### Knowledge and experience

- Extensive experience providing senior-level executive support in a complex and fast-paced environment.
- Demonstrated experience in office management and/or coordination of administrative functions.
- Experience contributing to process improvement and service delivery enhancement.
- Strong proficiency in Microsoft 365 applications.

#### Skills

- Highly organised with strong attention to detail and ability to manage competing priorities.
- Professional, discreet and capable of handling sensitive information.
- Strong interpersonal and communication skills.
- Proactive, adaptable and solutions-focused.
- Ability to build effective working relationships across all levels of the organisation.

## Interpersonal and other features

### Internal relationships

- Chief Executive
- Deputy Chief Executive
- Executive General Managers and General Managers
- Company Secretary and governance forums
- Transformation Program Office

### External relationships

- All VicTrack customers
- Vendors and/or suppliers