Ballarat Cemeteries

POSITION DESCRIPTION
Executive Assistant to the Chief Executive Officer
Position Details
Position Title: Executive Assistant to the Chief Executive Officer
Location: 1250 Doveton Street North, Ballarat
Reports To: Chief Executive Officer
Classification: Clerical Assistant Level 5 under the Ballarat General Cemeteries Trust Enterprise Agreement 2024-2028
Employment Type: Permanent Part-Time (30 hours per week)
Date Approved: October 2026

Organisation Context
The Ballarat General Cemeteries Trust is a not-for-profit organisation established under the Cemeteries & Crematoria Act, Victoria 2003.

Located in a beautiful botanical setting rich with history, we are an innovative leader in cremation, burial, and memorial services for our community. The Trust operates the Ballarat New Cemetery and Ballarat Old Cemetery and provides burial, cremation, memorialisation and family history services to the Ballarat community and surrounding region. Our mission is:

Remembering the Past
Caring for the Present
Planning for the Future

The Trust is committed to delivering compassionate services, maintaining strong governance, ensuring compliance with legislative requirements and embracing innovation to improve services for the community.

Position Purpose
The Executive Assistant to the Chief Executive Officer provides high-level executive, governance and administrative support to the Chief Executive Officer, Trust Board and Board Committees.

The position serves as a central point of coordination for executive communications, Board administration, information governance, records management, organisational reporting and stakeholder engagement.

In this busy and varied role, you will be responsible for ensuring the effective operation of records and information management systems in accordance with Victorian public sector requirements and supporting the organisation's adoption of contemporary digital technologies, including Artificial Intelligence (AI) tools that improve efficiency and productivity.

In return, Ballarat Cemeteries will provide you with a unique, employee-driven work environment that is supportive, innovative, and offers the chance to grow your experience and knowledge base in a rewarding career.

Working on a permanent part-time basis of 30 hours per week, the position requires professionalism, discretion, initiative and compassion in working with Community Members, Board members, employees, government agencies and stakeholders.

Key Responsibilities and Accountabilities

Executive Support

- Provide confidential and professional executive support to the CEO.
- Manage the CEO's diary, appointments, meetings and correspondence.
- Coordinate executive communications, briefings, reports and presentations.
- Prepare professional correspondence, reports, board papers and documentation.
- Monitor and prioritise incoming communications and follow up actions on behalf of the CEO.
- Assist the CEO in managing organisational priorities, strategic initiatives and deadlines.
- Undertake research and prepare information to support decision-making.
- Maintain confidentiality regarding sensitive organisational, employee and Board matters.

Governance and Board Administration

- Coordinate Trust Board and Committee meetings.
- Prepare and distribute agendas, reports and meeting papers.
- Attend Board and Committee meetings as required and accurately record minutes.
- Maintain action registers, Board resolutions and governance records.
- Track and follow up actions arising from Board and Committee meetings.
- Assist in the preparation of strategic plans, annual reports and governance documentation.
- Coordinate governance calendars and statutory reporting requirements.
- Support compliance with governance obligations, policies and legislative requirements.
- Maintain secure and confidential governance records.

Records Management and Information Governance

- Act as the Trust's Records Management guru.
- Lead the administration and continual improvement of records and information management systems (sharepoint).
- Ensure records are created, captured, maintained, stored, archived and disposed of in accordance with legislative and regulatory requirements.
- Support organisational compliance with:
    - Public Records Act 1973 (Vic)
    - Privacy and Data Protection Act 2014 (Vic)
    - Freedom of Information Act 1982 (Vic)
- Maintain records retention and disposal schedules.
- Conduct periodic audits of records management practices.
- Coordinate document control and information governance processes.
- Provide guidance and training to employees regarding records management responsibilities.
- Support organisational readiness for audits, information requests and compliance reviews.

- Ensure Board, Committee and executive records are accurately maintained and securely stored.

Artificial Intelligence and Digital Innovation

- Utilise approved Artificial Intelligence (AI) tools and digital technologies to improve administrative efficiency, productivity and service delivery.
- Use AI-enabled tools such as Microsoft Copilot and other approved applications to support document preparation, information retrieval, meeting administration and workflow management.
- Develop and maintain effective prompts, templates and workflows that improve organisational efficiency.
- Identify opportunities for business process improvement through automation and AI technologies.
- Ensure AI technologies are used ethically, responsibly and in compliance with privacy, security and governance requirements.

Administration and Customer Service

- Respond to enquiries in person, via telephone and electronic communications.
- Accurately maintain information within cemetery management and business systems.
- Assist with office administration, procurement and organisational support activities.
- Maintain efficient administrative systems and procedures.
- Support the delivery of high-quality customer service across the organisation.
- Demonstrate compassion and professionalism when dealing with the community regarding sensitive matters.

Community Engagement

- Support community engagement initiatives and public programs.
- Promote a positive and professional image of the Trust.
- Assist with communications relating to community and stakeholder activities.

Accountability

The Executive Assistant is accountable for:

- Maintaining the highest levels of confidentiality and professionalism.
- Ensuring accurate and effective executive support to the CEO.
- Supporting efficient governance and decision-making processes.
- Maintaining compliant records management and information governance practices.
- Ensuring accuracy and integrity of organisational records and data.
- Supporting customer service excellence and community engagement outcomes.
- Contributing to continuous improvement, innovation and digital transformation initiatives.

Qualifications, Skills and Experience

Essential

- Demonstrated experience in an Executive Assistant, Governance Officer, Board Administrator or administrative role.
- Advanced proficiency in Microsoft 365 applications including Outlook, Word, Excel, PowerPoint, Teams, copilot and SharePoint.
- Demonstrated experience supporting Boards, Committees or executive leadership teams.
- Experience administering records management or electronic document management systems.

- Sound understanding of records management and information governance principles.
- High-level written and verbal communication skills.
- Excellent organisational, planning and time-management skills.
- Ability to manage competing priorities and meet deadlines.
- High level of accuracy and attention to detail.
- Ability to exercise discretion and sound judgement.
- Demonstrated experience dealing with sensitive and confidential information.
- It is a requirement that evidence be provided of ATAGI recommended COVID-19 vaccinations.
- Current Victorian Driver Licence.

Desirable

- Qualifications in Business Administration, Governance, Information Management, Records Management, Public Administration or a related discipline.
- Experience working within the Victorian public sector, local government, health or cemetery sector.
- Knowledge of Victorian public sector compliance and governance requirements.
- Experience using Microsoft Copilot, AI productivity tools, workflow automation software or AI agents.
- Knowledge of Freedom of Information, Privacy and Public Records principles.

Key Selection Criteria

1. Demonstrated experience providing high-level executive support in a confidential and politically sensitive environment.
2. Proven ability to manage competing priorities, organise workloads and consistently deliver high-quality outcomes within required timeframes.
3. Demonstrated experience supporting Boards, Committees or senior executives through the preparation of reports, agendas, minutes and governance documentation.
4. Well-developed communication and interpersonal skills, including the ability to build effective working relationships with diverse stakeholders and respond appropriately to sensitive situations.
5. Advanced digital literacy and proficiency in Microsoft 365 applications and contemporary workplace technologies.
6. Experience in records and information management, including maintaining electronic and physical records in accordance with legislative, regulatory and organisational requirements.
7. Demonstrated ability to use Artificial Intelligence, digital productivity tools and AI-enabled technologies to improve efficiency, information management, reporting and administrative processes while maintaining privacy, security and ethical standards.
8. Demonstrated commitment to continuous improvement, innovation and high-quality customer service.
9. Demonstrated capacity to work independently, exercise sound judgement and maintain the highest standards of confidentiality and professionalism.

Personal Attributes

The successful applicant will demonstrate:

- Integrity, honesty and professionalism.
- Respect for diverse cultures, beliefs and traditions.
- Strong interpersonal skills and emotional intelligence.
- Sound judgement and discretion.
- Commitment to public sector values and ethical conduct.
- Initiative and a continuous improvement mindset.

- Adaptability and resilience in a changing environment.
- Willingness to embrace innovation and emerging technologies.
- Commitment to collaboration and teamwork.
- Commitment to confidentiality and information security.

Employment Conditions

- Employment is on a Permanent Part-Time basis of 30 hours per week.
- Employment is in accordance with the Ballarat General Cemeteries Trust Enterprise Agreement and relevant employment legislation.
- Days and hours of work will be agreed between the CEO and successful applicant and may be arranged across four or five days per week to meet organisational requirements.
- Occasional attendance outside normal working hours may be required to support Board meetings, Committee meetings, community events and organisational activities.
- A satisfactory National Police Check and Working with Children Check will be required.
- Fortnightly pay
- 15 days cumulative sick leave each year (pro rata)
- 10.5% superannuation employer contribution
- 20 days annual leave cumulative each year (pro rata)
- Employee support program (access to counselling, physiotherapy, hearing and skin checks and vaccinations)
- Uniform provided

Success Measures

Success in this position will be demonstrated through:

- Effective and responsive support to the CEO, Board and Committees.
- Accurate and timely preparation of Board and governance documentation.
- Compliance with Public Record Office Victoria standards and organisational records management requirements.
- Timely capture, filing and retrieval of Board, Committee and executive records.
- Positive stakeholder and customer service outcomes.
- Identification and implementation of digital or AI-enabled process improvements.
- Effective use of approved AI tools to improve productivity and organisational effectiveness.
- No significant records management, governance or confidentiality breaches.
- Maintenance of the highest standards of accuracy, professionalism and integrity.

To Apply

If you are interested in applying for this rewarding position, please submit your application via Seek, including your resume and cover letter addressed to Annie De Jong, Chief Executive Officer. annie@ballaratcemeteries.com.au

Applications may close without notice upon receiving a suitable application