



Title	Governance Support & Administration Officer		
Department	Governance, Awareness & Policy (GAP)	Team	
Reports to	General Manager, Governance, Awareness & Policy and a dotted line to the Deputy Ombudsman		
Direct reports	Nil		
Date Prepared	February 2025		

Position Summary

This role is to provide administrative support to the General Manager, GAP in their role as Company Secretary and support the Deputy Ombudsman in reporting and administrative duties.

This role will also be required to undertake other administrative duties as directed from time to time.

Accountabilities

Governance Support

- Prepare the agenda and schedule for EWON Board and Board subcommittee
- Liaise with EWON's Executive team to coordinate Board papers in line with schedule
- Coordinate the Quarterly updates for key business reports so they are ready in advance of Board meetings
- Draft minutes of meetings of the Board and subcommittee meetings
- Maintain action and resolution/decision registers
- Provide logistics support for Board meetings, including booking rooms, setting up video conferencing, and liaising with guest speakers
- Organise the AGM
- Provide secretariat support to the Reconciliation Action Plan (RAP) Working Group
- Upload documents to the EWON Board Portal
- Provide support for the recruitment and induction of new Board Directors
- Compliance duties including monitoring timelines for ASIC and ACNC reporting

Deputy Ombudsman Support

- Collate and prepare compelling reports, presentations and other documents needed for internal Dispute Resolution Team meetings and conferences
- Organise meetings with internal and external stakeholders
- Book rooms and catering, manage agendas and writing up notes for internal EWON meetings
- Conduct research and provide feedback as needed.
- Supporting the workplace efficiency and optimisation of day-to-day administrative functions

Other administrative tasks

Provide administrative support as required to employees within GAP and the Dispute Resolution Teams:

- Update information in the GAP Contacts database
- Work with the GAP Outreach team to pack marketing collateral for attendance at events

- Collate data and information for internal GAP reporting
- Organise meetings with external stakeholders
- Book rooms and catering, manage agendas and write up notes for internal EWON meetings including the RAP Working Group.

Compliance & Safety

- Demonstrate an active commitment to WHS and compliance with legislation:
 - Take reasonable care for their own health and safety and others
 - Attend WHS training as required by EWON
 - Comply with any reasonable instructions, policies and procedures given by EWON
- Maintain and update required job specific and specialist knowledge
- Seeks and accepts feedback, coaching and support including participation in required EWON training
- Undertake other tasks as reasonably requested to support business needs across Governance, Awareness & Policy, Dispute Resolution and EWON

Key Behavioural Capabilities

Personal Effectiveness	<ul style="list-style-type: none"> • Displays Resilience • Acts with Integrity • Demonstrates accountability • Values Diversity, Equity and Inclusion
Business Results	<ul style="list-style-type: none"> • Delivers Results • Plans and Prioritises • Implements innovative solutions • Demonstrates agility and effective decision making
Relationships	<ul style="list-style-type: none"> • Communicates effectively • Commits to service excellence • Works collaboratively • Influences and negotiates

Qualifications, Skills and Experience

- Demonstrated experience working in an administrative capacity in an office environment
- Formal training in governance or Board minute taking e.g. through the Governance Institute, AICD or TAFE; or over two years' experience providing support to Boards or Committees including minute-taking
- Demonstrated experience in organising internal events
- Well-developed written and verbal communication skills and the ability to communicate effectively with a range of internal and external stakeholders, particularly Board Directors
- Demonstrated ability to work independently as well as in a team environment, with the ability to manage competing tasks with high attention to detail and meet deadlines
- Demonstrated ability to remind stakeholders of when tasks are required, and problem solve
- Experience with MS products including Teams, Word, Powerpoint and Excel
- Experience with CRMs and/or databases
- Experience with Adobe Acrobat or similar PDF-combining software