

# Position Description

## Executive Assistant



The Cooperative Bank

### Our purpose

Our long-term aspirations are to develop more long-term value-based relationships with our customers, and for our people to grow and develop so that they are better off working at the Co-operative.

### Our values

Our values represent who we are, how we think, and how we behave to bring these to life every day. You'll demonstrate behaviours that define our core values and support an inclusive culture with a strong teamwork spirit.



### About the team

The Senior Leadership Team (SLT) provides strategic leadership and collective accountability for the effective management and performance of the Bank. Working closely with the Chief Executive, the SLT sets organisational direction, drives delivery of strategic priorities, and ensures strong governance, risk management, and operational discipline across the Bank. The team works in close partnership with the Board, supporting effective governance through high-quality reporting, well-managed meeting processes, and clear follow-up of decisions and actions.

### Purpose of this position

The Executive Assistant provides high level professional executive business support to the Chief Executive Office at the Bank. Working closely with the Senior Leadership Team this position will support efficient and effective management and running of the bank.

The Executive Assistant is primarily responsible for the day-to-day management of the Chief Executive's calendar and engagements and ensures that; potential conflicts are identified and mitigated, relevant information and resources needed for engagements are available to the Chief Executive, and incoming communications are monitored and prioritised as necessary.

The Executive Assistant also plays a role in providing executive level administrative and governance services to the Chief Executive, Senior Leadership Team (SLT) and Board as required. This includes setting the SLT operating rhythm and supporting follow up actions as needed. Where required, this role will also provide governance support to the Board in conjunction with the Legal Corporate Governance and Company Secretary.

Due to the nature of the role, the Executive Assistant needs to be confident, resourceful with a high attention to detail and have a can-do attitude in supporting the Chief Executive Office and SLT.

Position reports to: Chief Executive Officer

**Challenges and opportunities of this role**

- Co-ordinating executive level calendars and diaries with sufficient resource to ensure success
- Professionally deal with internal and external customers.
- Managing tasks, agendas and multiple deadlines within tight timelines to support the effective operation of our governance and SLT.
- Working across other teams to support and drive efficiency on administrative functions.

**How you will contribute:**

| What you'll do   | Success will mean   |
|--|---|
| <b>Executive Assistance to the CEO Office</b>  |   |
| <ul style="list-style-type: none"> <li>• Manage the Chief Executive's diary including providing advice in regard to his/her/their daily activities, schedules and requirements.</li> <li>• Ensure that the Chief Executive has the resources to carry out their duties and to meet their scheduled obligations.</li> <li>• Identify and resolving any issues or conflicts with time availability and agreed commitments</li> <li>• Anticipate requirements for calendar engagements and co-ordinate information and resources for such engagements</li> <li>• Monitor incoming communications, identifying key actions and information. Where appropriate, assist in drafting correspondence.</li> <li>• Arrange international and domestic travel bookings and monitor travel expenditure.</li> </ul> | <ul style="list-style-type: none"> <li>• The Chief Executive is enabled to meet their engagement requirements in an effective and timely manner</li> <li>• Diary management is clear and consistent</li> <li>• Calendar conflicts are minimal and mitigated</li> <li>• Stakeholder expectations are well managed and met</li> </ul> |

| What you'll do   | Success will mean   |
|--|---|
| <ul style="list-style-type: none"> <li>• Organise and co-ordinate meetings, conferences and events as relevant to the Chief Executive office.</li> <li>• Co-ordinate coding of invoices and liaise with Finance for payment and co-ordinate general expense claims as per Bank policy.</li> <li>• General administrative assistance as required by the Chief Executive.</li> <li>• Builds strong and effective relationships with internal and external stakeholders to support the Chief Executive to effectively perform their role.</li> <li>• Co-ordinate the Leaders calls and Cascades to all staff.</li> </ul>  |   |
| <p><b>Secretarial Services and SLT Governance</b></p>  |   |
| <ul style="list-style-type: none"> <li>• Own the co-ordination of SLT meetings and governance activities, ensuring calendars, agendas, papers and follow-up actions are managed in a way that maximises SLT effectiveness and efficient use of time. This is achieved through:             <ul style="list-style-type: none"> <li>• Co-ordinating SLT meeting calendar and agendas,</li> <li>• the delivery of meeting papers; and</li> <li>• taking minutes and ensure action points of SLT meetings are followed up on</li> <li>• Confidential processing of relevant documents.</li> <li>• Identify and recommend ideas for improving administration processes and activities.</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Supports the Chief Executive and Senior Leadership team to deliver on their accountabilities by providing them with high level support services.</li> <li>• Maintains confidentiality of documentation and information.</li> <li>• Supports the efficient operation of the SLT governance role.</li> </ul> |
| <p><b>Leadership &amp; Co-ordination</b></p>   |   |

| What you'll do   | Success will mean   |
|--|---|
| <ul style="list-style-type: none"> <li>• Provide leadership and day-to-day management of the Office Co-ordinator, to ensure the consistent, high quality and well aligned delivery of head office administration services in support of the Chief Executive, Senior Leadership Team and wider organisation.</li> <li>• Provide functional oversight of the Office Coordinator role to ensure effective delivery of head office administration, reception and event support.</li> <li>• Set clear priorities and align office administration activities with CEO, SLT and governance requirements.</li> <li>• Act as the escalation point for complex, sensitive or competing office administration matters.</li> <li>• Support the Office Coordinator with workload management, problem-solving and continuous improvement of office systems and processes.</li> </ul> | <ul style="list-style-type: none"> <li>• Head Office administration services are delivered professionally and to a high standard.</li> <li>• Clear alignment between executive priorities and office administration activity.</li> <li>• Strong working relationship and role clarity between the Executive Assistant and Office Coordinator.</li> <li>• Risks, issues and service impacts are identified early and managed proactively.</li> <li>• Objective Key Results (OKRs) in place and updated 6-monthly for the Office Co-ordinator, including regular monthly coaching and review of OKRs</li> <li>• Development and training plan for the Office Co-ordinator, so they continue to develop and grow in their role.</li> </ul> |
| <b>Other Accountabilities</b>  |   |
| <ul style="list-style-type: none"> <li>• Works collaboratively with other members of the SLT Team.</li> <li>• Undertake other projects and duties consistent with the scope of the role as requested by the Chief Executive.</li> <li>• Crisis Management Co-ordinator - assist in coordinating and overseeing response to incidents so they are handled quickly, effectively and with minimal disruption</li> </ul>   | <ul style="list-style-type: none"> <li>• Teamwork is well-integrated and team goals are achieved.</li> <li>• Demonstration of behaviours that define our core beliefs</li> <li>• Efficient and discrete response provided to incidents, that are dealt with efficiently and quickly, when required.</li> </ul>  |
| <b>Healthy and safe work environments</b>  |   |
| <p>Follow all health and safety policies, standards, emergency procedures and plans.</p> <p>Participate in health and safety activities, training and meetings as required.</p>  | <ul style="list-style-type: none"> <li>• Having healthy and safe ways of working.</li> <li>• All workers feel empowered to and aware of opportunities to participate in health and safety activities.</li> </ul>  |

| What you'll do   | Success will mean  |
|--|--|
| <p>Reports hazards, near misses, injuries, incidents, and ideas for continuous improvement.</p> <p>Cease work if an unsafe situation arises and seek assistance.</p> | <ul style="list-style-type: none"> <li>• Our people can easily report hazards, near misses, injuries, incidents, and ideas for continuous improvement.</li> <li>• Workers stop work if they feel unsafe and connect with their people leader or other workers for assistance.</li> </ul> |

## Decision making and responsibilities

### a) Decisions and/or financial accountabilities:

- Managing expenses within agreed budget and relationships with external suppliers.
- Budgeting processes for the CEO Office function
- SLT Business Planning

### b) Actions and decisions that are recommended to a higher level of management for approval:

- Expenditure over delegated limits (opex and capex)
- Contracts with external providers / partners.

## Qualifications and experience

- Role requires 3+ years' experience as an EA to an executive level manager with multiple teams reporting to the manager, or other relevant board governance support or office management experience
- Relevant qualifications desired but not essential
- Previous experience managing a staff member preferred but not essential

## Skills and attributes

### Technical Skills

- Proven experience with MS suite, including advanced skills in Outlook and Word, and intermediate skills in Excel and PowerPoint
- Proven experience co-ordinating and troubleshoot online meeting systems (e.g. Microsoft Teams)

### Personality Attributes

- Excellent interpersonal skills and the ability to relate to, and maintain excellent working relationships with people at all levels
- Must demonstrate sound judgement, confidence and discretion,
- Must have a high level of organisational skills, attention to detail and a proactive, can-do approach when supporting the Chief Executive Office and SLT.

### Leadership Skills

You will be expected to demonstrate behaviours from our Leadership skills framework through your actions, the way you work and how you work with others.

