

EXECUTIVE ASSISTANT TO GROUP CEO SUCCESS PROFILE



Position Title	Executive Assistant to Group CEO		
Reports to	CEO	Location	Murarrie
Division	Group Operations	Company	Smithbridge Group

Overview

This Success Profile details the requirements for success and the conduct needed to uphold the role of Executive Assistant to Group CEO. This document is valid for 12 months and is intended to convey concisely the areas of focus and accountability for the year ahead, 2022/23.

At the core of success is understanding the purpose of your role, your circle of influence, the attributes needed to execute your role and the behaviours required. These are separate sections of this document and paint a picture of holistic performance and skills that will equip you to achieve your measurable objectives in 2022/23.


Role Purpose

The position of Executive Assistant to the Group CEO is a pivotal position within this organisation and serves as the primary point of contact and support to the CEO and The Smithbridge Advisory Board. This role also facilitates as the liaison to the Leadership Team; organizes and coordinates executive outreach and external relations efforts; and oversees special projects.

You will exercise good judgment, confidentiality, and discernment in a variety of situations, with strong written and verbal communication, administrative, and organisational skills, and the ability to maintain a realistic balance among multiple priorities. This is a multi-faceted role where you will be required to wear many hats.

You will have the ability to work independently on projects, from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion. You will enjoy working within a fast-paced environment.

Your core responsibilities are focused on executive support, business administration, systems, project completion and role modelling the behaviours that create a high performing, engaged culture.

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Circle of Influence

To achieve success in this Executive Assistant role supporting the Group CEO you must establish relationships and communication channels that assist the Group CEO and protect their time.


The Executive Assistant to the Group CEO supports and strengthens the following internal and external relationships.

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> • Group Managing Director • Smithbridge Advisory Board & Management • Universal Cranes Management • Guam Management • Auckland Cranes Management • Sister Companies owner / managers 	<ul style="list-style-type: none"> • Corporate Travel Companies • IT Providers • Caterers and Event Venues/Venue Coordinators • Communicating with Group CEOs Key Stakeholders on their behalf

Attributes

The Executive Assistant utilises and further develops the following attributes that create their pathway to success in the role.

- **Action** – You feel compelled to act immediately and decisively, being keen to learn as you go.
- **Adaptable** - You juggle things to meet changing demands and find the best fit for your needs.
- **Centred** – you have an inner composure and self-assurance, whatever the situation.
- **Detail** - You naturally focus on the small things that others easily miss, ensuring accuracy.
- **Organiser** – You are exceptionally well-organised in everything you do.
- **Personal Responsibility** – you take ownership of your decisions and hold yourself accountable for your promises.
- **Prevention** – You think ahead, to anticipate and prevent problems before they happen.
- **Rapport Builder** – You establish rapport and relationships with others quickly and easily.

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Values-led Culture

This section of your Success Profile is the requirement to uphold and role model the Smithbridge Group's Key Values. No achievement can be considered a success if we have not upheld our own standard of conduct. This belief is at the foundation of our business and is non-negotiable.

The Executive Assistant to Group CEO represents Smithbridge Group with positive influence and demonstrating behaviour and conduct that exemplifies the Key Values of Smithbridge Group. The Key Values were drafted by the Smith Family Council and form part of the Council's guidelines of engagement. Honouring the Key Values in day-to-day activities elevates Smithbridge Group's workplace culture and our business relationships.

Value	Fundamental Behaviours
Family	<ul style="list-style-type: none"> We care for each other and treat each other fairly and with respect. We are all equal and have access to the same opportunities. We highly value open and honest communication amongst the family. We acknowledge and respect each other's unique abilities to contribute to the family
Integrity	<ul style="list-style-type: none"> Being honest and transparent with each other, and honest in our dealing with others. Do what you said you were going to do. Put simply...doing the 'right thing'.
Passion	<ul style="list-style-type: none"> Being enthusiastic and having an unwavering commitment in whatever you pursue. Bringing a positive energy to the family business
Change for Growth	<ul style="list-style-type: none"> Being prepared to do things differently to advance the family and the business. (Entrepreneurship and Innovation) Embrace continual change for personal and professional growth.
Caring	<ul style="list-style-type: none"> We support our staff and the community around us. Generous with our time and resources to others.

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Priorities

You have the following key areas of responsibility:

- Executive Support
- Business Administration
- Advisory Board Secretariat
- Corporate Travel Management
- Project Completion


Accountability Area	2022/23 Measurable Objectives
<p>Executive Support</p> <ul style="list-style-type: none"> • Maintaining confidentiality and managing business information with discernment and professionalism. • Act as the first point of contact for all incoming calls, emails, and requests to the CEO. • Diary management for the CEO, including. • Email management for the CEO, including reviewing incoming email for action, highlighting emails that need CEO attention, and returning emails when it is appropriate to do so. • Meeting preparation, ensuring the CEO has any files or notes for meetings and has reviewed those documents prior to the meeting. • Set up meeting rooms, technology requirements, organise catering. • Take meeting minutes and release all material post meeting as required. • Liaising with staff, suppliers and clients and maintaining effective business relationships. • Ensuring team members are aware of and prepared for meetings in advance by setting reminders and following-up the progress of work items in advance of them being required by the CEO. 	<ul style="list-style-type: none"> • The CEO's diary is accurate and all necessary action items (e.g., travel, accommodation, agendas, and notes) are prepared in advance. • All incoming contacts to the CEO are managed professionally and actioned as needed. • Deadlines, tasks, and important dates are never missed. • The CEO is prepared and has all necessary documents and files for meetings and calls. • Effective business relationships are maintained across the CEO's network, both internally and externally.

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Accountability Area	2022/23 Measurable Objectives
<p>Business Administration</p> <ul style="list-style-type: none"> • Preparing presentation, documents, correspondence, and reports. • Managing database and filing systems to securely store documents and business information. • Preparing and updating processes for your work, keeping up to date procedures for all processes within your role. • Preparing business expenses for the CEO and filing with the Accounts team. • Reconcile purchase orders, finance accounts and invoices. • Maintaining Group Corporate Calendar 	<ul style="list-style-type: none"> • Documents are accurate and prepared in line with brand guidelines and professional standards. • Business filing systems and databases are maintained with version control and appropriate security access. • There is a complete and up to date set of work procedures for the role of Executive Assistant.
<p>Advisory Board Secretariat</p> <ul style="list-style-type: none"> • Support Group CEO and Advisory Board Chair in maintaining calendar, agendas, action item registers and minutes for Group Advisory Board Meetings 	<ul style="list-style-type: none"> • Ensure meetings are in calendars of all board members • Ensuring all facilities for meetings are in pace, i.e. technology, catering, etc. • Note taking at meetings • Drafting of minutes for review
<p>Corporate Travel Management</p> <ul style="list-style-type: none"> • Coordinate executive staff travel arrangements, both international and domestic • Organise accommodation, flights, pick up/drop off schedules and car allocations as required. • Assist in the completion of online forms for visa applications / ESTA applications. • Assist in the completion of B1, E3, L1/L2, H2 visa applications. • File all visa documentation 	<ul style="list-style-type: none"> • Custodianship, with the CFO, of the Corporate Travel Service Agreements • Management of the Group Corporate Travel account and internal policies and procedures • Travel itineraries are accurate and time effective. • Correct Visa's and associated documentation are applied for, and details kept to be accessed, on a timely basis, as needed

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Accountability Area	2022/23 Measurable Objectives
<p>Project Completion</p> <ul style="list-style-type: none"> Managing the completion of tasks and projects initiated by the CEO, for example, purchase of apparel, HR strategy refresh, strategic and operational plans. Liaising with professional services and other suppliers to ensure project matters are complete and all necessary files are prepared. Creation and filing of Bid documentation as required Management of event planning, e.g. Christmas Parties 	<ul style="list-style-type: none"> Projects and tasks are completed to a 'completer/finisher' standard with all required items and administration securely filed and provided to outside entities as required. Projects and tasks are managed seamlessly.

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