

# Personal Assistant (PA)/ Office Manager

## My Purpose

To support the CEO and enable team **performance** and **productivity** through creating simple processes, delivering **administrative services** and overall support to the Qubik team, all while ensuring the smooth operation of the office and contributing directly to an **extraordinary customer experience** and **work environment**.

## My promise to our Customers

I promise to be **impeccable** in my administrative services, customer communication and behaviour.

I promise to work hard to **understand your goals** and through impeccable administrative support help you *create the extraordinary*. I promise to **make it easy** for you to work with me and I will always act in your best interest. *I promise to be the best I can be for you.*

## How I contribute

The PA is the central point of contact for key stakeholders inside and outside of Qubik across a wide range of at times highly sensitive information and issues. They are the main support to the CEO, supporting Qubik's goals by maximising the CEO's capacity and capability through a range of administrative and other duties. As the sole administration professional and responsible for a range of office management duties, the PA is focussed daily on what will be required to ensure the smooth operation of the office and for the broader Qubik team.

### Communicate

- The PA will build rapport and communicate seamlessly with stakeholders across all levels, facilitating information flow, clarity, alignment and increased engagement through all interactions.
- Consulting, collaborating and communicating in written and verbal form at the highest quality, they will meet the internal standards and expectations around content, language and tone, needed at the ExCom level.

### Drive

- Highly organised and solution-focussed, the PA will drive successful outcomes in a timely manner, through effective stakeholder engagement and an unwavering commitment to continuous improvement.
- Confident operating with ambiguity and juggling multiple priorities at once, they will be agile in their way of working and highly motivated to deliver a superior customer experience for the CEO, and broader team members by expansion.
- They will be deliberate about opportunity identification, proactively looking for ways to add value and mature the work environment, including the creation of the administration-centric back-of-house processes. They will focus on helping to scale the business across a range of key areas.

### Manage

- The PA will coordinate the CEO's calendar, including scheduling and providing logistics support, ensuring timeliness, associated attendance requirements and follow up.
- On behalf of the CEO, the PA will prepare and send correspondence (emails and letters), reports, meeting minutes, PowerPoint presentations and other documentation.
- They will coordinate and maintain the CEO's multiple personal entities and other requirements, files and registers.
- The PA will support with event coordination and administrative tasks as required.

### What I do

As a trusted, right-hand support person to the CEO, the PA is responsible for supporting the broader Qubik team in administrative tasks and contributing to the overall team engagement. This is achieved through several activities, including:

- Greeting and welcoming visitors in reception for on-site meetings, receiving and sending deliveries.
- Co-ordinating personal and professional travel needs.
- Typing, compiling, preparing and distributing reports, presentations, meeting minutes and correspondence.
- Problem solving, researching and presenting follow-up or action on various ad hoc tasks or requirements ranging from day-to-day work, to client needs or at times even the CEO's personal entity's, including properties.
- Liaising with staff, suppliers, clients and other key stakeholders to source information (i.e. PI insurances, WorkCover etc for QAG and external parties i.e. Telstra, Banks).
- SmartFee lodgements.
- The PA will coordinate office supplies, negotiate with stakeholders and maintain a clean and well-functioning office.
- Ad hoc administration duties as required.

### How I behave

#### Qubik values

- Fun and Happiness
  - I bring the best version of myself to support, share and engage with my team and customers. I look for the fun in my workday and choose a positive outlook.
- Passion and Drive
  - I believe in Qubik and how we work together to create the extraordinary for our team and our customers and our community. My drive is consistent and obvious to those I interact with around me; I am hungry to perform and deliver value.
- Energy and Creativity
  - I am highly energetic and focused. I seek ways to innovate and create value for my team and my customers. I challenge the status quo to ensure we are always seeking more.
- Real Relationships
  - I love being part of the Qubik team, and I love collaborating and supporting my colleagues. My Customers are part of my team and I act with integrity and always in the customers' best interest.

## My team

Reporting to the CEO (PA) but with a dotted line to the COO (Office Manager), I work closely with the ExCom and more broadly support all of the Qubik team, I work with all parts of the Qubik business and am integral to leadership team and the delivery of our internal and external Customer Experience. Whilst I have no direct reports, I directly influence through my highly collaborative role and the support I provide to Qubik in ensuring the smooth operation of the office daily.

Key relationships include:

CEO	<ul style="list-style-type: none"> <li>• Customer</li> <li>• Coach and leader</li> <li>• Determine priorities</li> <li>• Escalation point as needed</li> </ul>
COO	<ul style="list-style-type: none"> <li>• Coach and leader (Office Manager duties)</li> <li>• ExCom member</li> <li>• Escalation point as needed</li> </ul>
Customer	<ul style="list-style-type: none"> <li>• Receptionist services; facilitating engagement with CAS and Accounting team</li> </ul>
EGM - P & C	<ul style="list-style-type: none"> <li>• ExCom member</li> <li>• Escalation point as needed</li> </ul>
Qubik Team	<ul style="list-style-type: none"> <li>• Key stakeholder</li> </ul>
P & C Team	<ul style="list-style-type: none"> <li>• Culture management</li> <li>• Stakeholder management</li> </ul>

## How I am measured

The Personal Assistant / Office Manager will be measured on

- Internal Customer Satisfaction
- Team engagement
- Customer Satisfaction
- Quality, quantity and timeliness of work against deliverables

## My skills and experience

- 5+ previous experience in a similar administration role
- A self-sufficient approach to work of this nature and deliver on the needs of the business.
- Ability to handle a diverse number of simple projects at the same time within available resources.
- Proficient in the use of Microsoft Suite – Word, Excel, PowerPoint

## Key Attributes and Competencies

- Excellent communication skills with the ability to liaise and develop relationships with a wide variety of stakeholders
- Demonstrates strong values-based behaviours
- Possess and demonstrate a growth mindset
- Proactive and self-directed, able to think several steps ahead and to action items in a timely manner
- A moderate level of problem-solving ability
- Strong verbal, written and interpersonal communication skills
- Strong collaboration/ team skills
- Showing initiative, taking ownership and proactively thinking of solutions to problems

## Reporting Structure

