



POSITION DESCRIPTION	
Position title	Executive Assistant
Service area	Office of CEO, Board and Support Services
Location	Darwin
Award & Classification	<a href="#">SCHADS Industry Award</a> - Level 4-5
Reports to	Chief Executive Officer
Direct reports	Nil
Hours	Full-time <i>Note: This role requires flexibility to attend meetings / events outside standard business hours, as reasonably required.</i>
Date approved	June 2026

### The Organisation

[Melaleuca Australia](#) is a nationally recognised specialist organisation supporting migrants, former refugees and multicultural communities through integrated [services](#) providing resettlement, family support, health and wellbeing and community development.

Everything we do is in [partnership](#) with a network of individuals, community groups, government and non-government bodies to build sector capacity, close systemic gaps and strengthen social cohesion. We champion self-determination through various initiatives such as our social enterprise-[Mela Kulcha](#).

Our [vision](#) is a world where everyone belongs.

### THE ROLE

The Executive Assistant (EA) provides high-level executive, governance and administrative support to the Chief Executive Officer (CEO), ensuring the effective coordination of the CEO's day-to-day operations, priorities and commitments. The role manages the CEO's calendar, meetings, travel, correspondence and logistical requirements, while coordinating information, communications and governance processes to support informed decision-making and organisational outcomes. The EA produces, analyses and collates information to ensure the CEO is well informed and prepared for key matters in a timely manner. The role liaises with internal and external stakeholders, including Senior Management, Board Members, funders, government representatives and members of the public, exercising a high degree of professionalism, initiative, discretion and confidentiality.

The position forms part of the Senior Leadership Team and works closely with the Manager Corporate Services to ensure alignment across support services.

This role operates within the following domains and responsibilities:

### KEY RESPONSIBILITIES

#### 1. Executive Assistance to the Chief Executive Officer

- Provide proactive, high-level executive support to the CEO, ensuring the efficient management of priorities, commitments, communications and workflow.
- Manage the CEO's calendar, appointments, correspondence and email traffic, ensuring matters are prioritised appropriately and actioned in a timely manner.
- Act as a key point of contact for the CEO, managing access through the screening of calls, visitors, invitations and meeting requests, while maintaining positive and professional stakeholder relationships.



- Exercise sound judgement in responding to competing demands, identifying emerging priorities, and communicating effectively with the CEO and relevant stakeholders regarding scheduling, commitments and deadlines.
- Coordinate the preparation of agendas, briefing papers, reports, presentations, minutes and other documentation required for meetings attended or chaired by the CEO, ensuring follow-up actions are monitored and completed.
- Support the effective functioning of the Executive Leadership Team through coordination of meetings, actions, reporting requirements and organisational priorities as directed by the CEO.
- Organise and coordinate internal and external meetings, events and stakeholder engagements involving the CEO, including venue arrangements, catering, invitations, registrations, logistics and event materials.
- Plan and coordinate CEO-led and Board-related functions, events and activities, ensuring a professional standard of delivery and positive stakeholder experience.
- Prepare, review and format high-quality reports, correspondence, submissions, presentations, publications and other organisational documents on behalf of the CEO.
- Maintain oversight of organisational action registers, strategic initiatives, governance obligations and compliance activities, tracking progress and providing reminders and updates to support timely completion.
- Coordinate all CEO travel and accommodation arrangements, including itineraries, bookings, payments, conference registrations and associated logistics, ensuring cost-effective and seamless travel experiences.
- Consistently demonstrate a high level of professionalism, discretion, diplomacy, initiative and confidentiality when handling sensitive information and engaging with internal and external stakeholders.
- Anticipate the CEO's operational and administrative requirements, proactively identifying solutions and implementing systems that improve efficiency, effectiveness and organisational responsiveness.

## 2. Board/Governance Secretariat

- Provide high-level secretariat support to the Board of Directors and its Committees in consultation with the CEO and Board Chair.
- Coordinate Board, Committee and Association meetings, including scheduling, logistics, preparation and distribution of agendas and papers, minute-taking, and follow-up of actions and resolutions.
- Maintain the annual governance calendar, Board registers, governance records and associated documentation to ensure accuracy, accessibility and compliance.
- Support the Association's governance and regulatory obligations, including incorporation, charitable registration, statutory reporting and annual filings.
- Coordinate Annual General Meetings and other membership meetings, ensuring compliance with constitutional and legislative requirements.
- Administer and maintain the Board's digital governance platform, including user access, document management, governance resources and Director support.
- Coordinate Board member induction, governance training and professional development activities.
- Manage governance-related correspondence and support Board and Committee evaluations, governance reviews and continuous improvement initiatives.
- Maintain a high level of professionalism, discretion and confidentiality in all governance matters.



### 3. Relationships & Communication

- Build and maintain positive, respectful and professional relationships with staff, Board Members, clients, partners, funders and other stakeholders.
- Communicate effectively and professionally with internal and external stakeholders, ensuring timely, accurate and appropriate information sharing.
- Maintain the highest standards of professionalism, customer service and discretion in all interactions, reflecting the values and leadership of Melaleuca Australia.
- Handle sensitive, confidential and commercially sensitive information with the utmost integrity, judgement and confidentiality, ensuring information is managed and disclosed only in accordance with organisational requirements and delegated authority.
- Foster collaborative working relationships across the organisation and contribute to a positive, inclusive and client-centred workplace culture.
- Support effective communication and coordination between the CEO, Board, Senior Leadership Team and other stakeholders.
- Provide administrative and coordination support to members of the Senior Leadership Team as required and approved by the CEO.

### 4. Organisation wide

- Comply with Melaleuca policies, procedures and values, and positively reflect the organisation at all times.
- Comply with Melaleuca's commitment to safeguarding children. Melaleuca Australia is a child safe organisation and is committed to safeguarding children and young people. Melaleuca has zero tolerance for child abuse and will contribute to providing an environment in which all children and young people feel safe, supported and respected.
- Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.
- Develop and maintain professional and respectful working relationships with all staff, stakeholders and clients, using cultural humility.
- Participate in supervision and debriefing as required.
- Participate in essential and non-essential Professional Development (PD) and maintain personal records of all PD to ensure ongoing upskilling. Participate in performance reviews on a regular basis with Manager.
- Attend meetings, training, toolbox, team building and other client related forums that may occur outside of workhours, and as required by the organisation.
- Actively contribute to the continuous quality improvement of the organisation.
- You may be required to work across any other Melaleuca sites in line with your appointed role and/or skills; and undertake other duties as required.



## SELECTION CRITERIA

### Essential

1. Experience working in a values-led organisation, and a commitment to uphold and promote the values of Melaleuca to outwork our Mission and Vision in all aspects of work.
2. Relevant tertiary qualification in Business Administration or related discipline, or equivalent demonstrated experience.
3. Highly developed interpersonal, written, and verbal communication skills, with the ability to engage confidently and professionally across all levels of the organisation.
4. Demonstrated ability to build and maintain effective relationships with Board Members, Chief Executive Officer, Executive Leadership Team, staff and volunteers to strengthen organisational culture.
5. Excellent minute taking and record-keeping skills, with attention to detail and accuracy in documenting decisions and actions.
6. Advanced proficiency in Microsoft Office suite, with well-developed word processing skills.
7. Demonstrated ability to manage multiple priorities, meet deadlines, and maintain accuracy in a fast-paced environment.
8. Highly effective project management skills including planning, coordination, and follow-up to achieve project objectives.
9. Highly effective ability to participate in meetings and events at all levels of the organisation.
10. Competence in data entry, analysis, and reporting using various data management systems and tools to support informed decision-making.

### Desirable

1. Prior experience as a secretariat supporting senior executives or Boards within the not-for-profit sector
2. Understanding of corporate governance principles, board processes and compliance frameworks.
3. Experience in budget monitoring, expense reconciliation, and procurement processes.

### Licences/clearances (essential)

1. Current class c driver's licence
2. Current NT Ochre Card (Working with Children clearance)
3. Right to work in Australia
4. Satisfactory national criminal history report

### AGREEMENT TO THIS POSITION DESCRIPTION:

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Manager's Signature: \_\_\_\_\_

Date: \_\_\_\_\_