

Position Description

Executive Coordinator

Position	Executive Coordinator
Team	Executive Group
Role Classification	Level 6 SCHADS Award + Salary Packaging + Super
MARAM Tier Level	Tier 4
Employment Type	Full time, Permanent
Hours	38 hours per week
Location	Sandringham and Frankston (Bunurong Land) From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.
Reports To	Chief Executive Officer
Effective Date	March 2026

Position Objective

The Executive Coordinator provides high-level administrative, operational, and coordination support to the Chief Executive Officer. This role is responsible for supporting varied and fast-paced work across executive support, governance, project coordination, communication, and event support. It also acts as a key first point of contact for internal and external stakeholders, ensuring information and enquiries are managed and directed appropriately. The role requires the ability to apply structured work practices, demonstrate warm and effective interpersonal skills, exercise sound judgement and appropriate firmness when needed, and manage complexity with a calm and steady approach.

Key Responsibilities

Executive Support & Office of the CEO

- Manage the day today operations of the CEO's office including email flow, calendar management, travel, meetings and events
- Develop and refine systems and processes to optimise the CEO's time, productivity and communication channels
- Provide high-quality secretariat support to the Executive Group: action tracking, reporting, document development and coordination
- Support key strategic and operational projects: tracking deadlines, monitoring deliverables, managing data and contributing to reporting
- Use Salesforce to manage external relationships and stakeholder engagement
- Prepare correspondence, briefings, reports, presentations and materials with clarity and accuracy
- Support budget processes, expenses and invoices for the CEO
- Plan and coordinate organisational events including strategic planning days, staff engagement activities and community events
- Provide professional support to Executive leaders and help foster a positive, collaborative work culture

Governance Support

- Lead the planning, scheduling and administrative processes for the Board and Board sub-committees
- Coordinate papers, agendas, minutes and action tracking, ensuring timely and accurate flow of information
- Maintain strong, positive relationships with Board members and act as central liaison for queries and communications
- Support compliance requirements including WWCCs, criminal history checks, ACNC and ASIC obligations
- Support Board recruitment, induction and training
- Maintain the Board portal and contribute to high-quality reporting and governance documents

Key Selection Criteria

1. A Bachelor's degree in Business or a related field (highly desirable).
2. Minimum of 3 years' experience as an Executive Assistant, Personal Assistant or in an equivalent administrative or coordination role.
3. Demonstrated maturity, proactivity and the ability to operate independently with strong initiative, energy and efficiency.
4. Proven capability in anticipating needs, identifying issues early and solving problems before they escalate.
5. Well-developed emotional intelligence with the ability to communicate warmly, collaboratively and professionally with diverse stakeholders.
6. Strong interpersonal skills, including the ability to navigate stakeholder interactions with confidence, tact and appropriate firmness when required.
7. Highly developed organisational skills with a structured and detail-driven approach to planning, prioritising and managing complex workflows.
8. Experience providing high-level support to senior leaders, executives or boards within dynamic or fast-paced environments.
9. Demonstrated ability to manage confidential and sensitive information with discretion, sound judgement and professionalism.
10. Strong technology capability, including proficiency with Microsoft Office, Google Suite and CRM/CMS systems (Salesforce experience highly regarded). Experience coordinating projects and events.
11. Current driver's licence.
12. Ability to meet pre-employment requirements, including a satisfactory Working with Children Check and Police Records Check.

The Family Life Way

The six behaviours of **The Family Life Way** are at the heart of the work that we do; they inspire us to achieve the best results for our clients and the communities we serve. The Family Life Way exemplifies our commitment to supporting our people to produce quality services and outcomes.

Create Safety



- Safety for Clients and Peers
- Respect, Empowerment & Well-being
- Be Supportive
- Be Kind

Celebrate Difference



- Welcome Diversity
- Celebrate Difference Of Ideas
- All Community Members are Welcome at Family Life
- Share Knowledge and Experiences

Be Bold



- Fail Forward
- Lead By Example
- Ask Why?
- Ask for Feedback and Self-Reflect

Be Real



- Be the Best Version of Yourself
- Admit What You Don't Know
- Have the Hard Conversations, Respectfully
- Be Open and Honest

Dream Big



- Have Stickability - Persistence
- Think differently, Innovatively
- Be Adaptable
- Plan and Prioritise

Embrace Everyone



- Many Voices, One Purpose - To Transform Lives for Stronger Communities
- Collaboration
- Partnerships
- Be Inclusive and Encourage Participation

Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family Life operates across multiple sites, therefore it is essential that all employees hold a current Victorian Driver's License.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.