

Position description

Executive Assistant – Office of the Chief Executive

Position title	Executive Assistant Office of the Chief Executive
Position number	201259
Classification level	C
Position type	Permanent
Group	Office of the Chief Executive Officer
Reports to	Business Support Manager & Senior Executive Assistant
Usual place of work	1010 La Trobe Street, Docklands
Date	July 2026
Conditions	Full time (flexibility will be considered) Four days per week in the office

Our organisation

VicTrack owns Victoria's rail transport land, assets and infrastructure. As a commercially focused government agency delivering for Victoria, we work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

About the group

Our business is made up of three specialist delivery groups – Property, Telecommunications and Innovation, Asset Optimisation and Technology – supported by Enterprise Services, Finance, Procurement and Assurance and the Office of the Chief Executive.

This position is based in Office of the Chief Executive.

This is a connected group of specialist functions providing enterprise coordination, governance and strategic direction. Transformation and executive advisory functions report to the Chief Executive, while the Deputy Chief Executive oversees Company Secretary, Risk & Resilience and Health & Safety, together enabling informed decision-making, cross-functional alignment and consistent performance across VicTrack.

About this position

Reporting relationships

The Executive Assistant reports to the Business Support Manager & Senior Executive Assistant.

The role is an individual contributor and provides primary Executive Assistant support to between one and three Executive General Managers and/or senior executives, as determined by the Business Support Manager & Senior Executive Assistant. The incumbent may be reallocated across the executive portfolio to meet organisational priorities, operational requirements and leave coverage needs.

The position forms part of a team of six Executive Assistants who collectively support the Chief Executive Officer and other Chief Officers, Executive General Managers and senior leadership across VicTrack. Working within a collaborative executive support model, the role contributes to a flexible and responsive service, ensuring continuity of executive support across the organisation and providing coverage during periods of leave, peak workload and organisational change.

The incumbent works closely with the Chief Executive Officer, Executive General Managers, other Chief Officers, Executive Assistants, Board Secretariat and key internal and external stakeholders.

Delegations / Budget

No direct financial delegation.

May assist with purchase orders, invoice processing, reconciliations and procurement activities in accordance with VicTrack policies and procedures.

Purpose of the position

The Executive Assistant, Office of the Chief Executive provides high-quality executive, governance and business support services to allocated Executive General Managers and senior leaders within VicTrack.

The role is responsible for the end-to-end management of executive support activities including diary and workflow management, stakeholder liaison, committee secretariat services and administrative coordination.

The position operates within a collaborative executive support model and may be assigned responsibility for supporting one or more Executives based on organisational priorities. The role contributes to the efficient operation of the Office of the Chief Executive through the delivery of professional, proactive and responsive executive support services that enable leaders to achieve strategic and operational objectives.

As a member of the Executive Assistant network, the role contributes to a coordinated organisation-wide executive support service that promotes consistency, collaboration and service excellence across VicTrack.

Key accountabilities/functions

1. **Executive coordination and support delivery:** Provide high-quality, professional Executive Assistant support to allocated Executive General Managers, Chief Officers and senior leaders, ensuring responsiveness, discretion and reliable service delivery. Manage day-to-day executive requirements and support the effective prioritisation of tasks and commitments.

2. **Diary management and scheduling:** Administer complex executive diaries, including scheduling, prioritisation of commitments, conflict resolution and forward planning to optimise time management and minimise scheduling conflicts.
3. **Workflow and administrative coordination:** Coordinate executive workflows, correspondence, approvals and priority actions, ensuring timely progression and appropriate follow-up. Apply sound judgement to manage competing priorities and escalate issues where required.
4. **Briefings, reporting and document preparation:** Prepare and coordinate executive briefings, presentations, reports and supporting materials, ensuring accuracy, quality and alignment with required standards. Coordinate the collation and submission of papers for Executive, Board and Committee consideration, ensuring adherence to timelines and governance requirements.
5. **Secretariat and action coordination:** Provide secretariat support for Executive Committees, governance forums and leadership meetings, including preparation of agendas, coordination of meeting papers and accurate minutes. Maintain action registers and track decisions and deliverables, ensuring timely follow-up with stakeholders.
6. **Governance support:** Support governance processes by monitoring reporting requirements, maintaining relevant documentation and escalating outstanding actions to support compliance with organisational expectations.
7. **Stakeholder engagement and communication:** Act as a key point of contact for internal and external stakeholders, managing enquiries and communications in a professional and timely manner. Build and maintain effective working relationships to support collaboration and business delivery.
8. **Government and external liaison support:** Support engagement with government departments, ministerial offices and external stakeholders, ensuring effective coordination and information flow. Assist with the preparation of ministerial briefings, responses and government information requests in line with required protocols.
9. **Business operations and administrative support:** Coordinate meetings, workshops, forums and events, ensuring logistics and stakeholder requirements are managed effectively. Maintain administrative systems and accurate records to support operational efficiency. Undertake procurement and financial processing activities, including purchase orders and invoices, and contribute to continuous improvement initiatives.
10. **Team collaboration and support coverage:** Collaborate with the Executive Assistant network to ensure consistent support standards and share knowledge. Provide coverage during periods of leave, peak demand or organisational change to maintain continuity of support.
11. **Additional duties:** In line with Section 31A of the Public Administration Act 2004 (Vic) other duties may be assigned consistent with employment classification, skills and capabilities.

Key selection criteria

1. **Executive support experience:** Demonstrated experience providing high-quality Executive Assistant support to senior executives within a complex corporate, government or public sector environment. Proven ability to manage executive priorities and support senior leaders to achieve strategic and operational outcomes.

2. **Collaboration, teamwork and influence:** Demonstrated ability to work collaboratively within a networked executive support model, fostering a respectful, inclusive and high-performing team culture. Proven capacity to build positive working relationships, share information and support colleagues, while constructively influencing outcomes and contributing to continuous improvement in team effectiveness and service delivery.
3. **Time management and workflow coordination:** Proven ability to manage complex executive diaries, competing priorities and high-volume workflows, ensuring tasks are prioritised effectively, progressed efficiently and deadlines are met, while maintaining exceptional accuracy and attention to detail.
4. **Digital proficiency and workflow optimisation:** Advanced capability in leveraging digital tools and platforms (e.g. Microsoft Teams, SharePoint and Microsoft Copilot) to improve productivity, streamline workflows and proactively identify and implement opportunities for automation and continuous improvement.
5. **Governance and secretariat capability:** Strong experience providing committee and governance secretariat support, including preparation of agendas, minutes, action registers and meeting documentation, with the ability to support effective governance processes.
6. **Stakeholder engagement and communication skills:** Highly developed written and verbal communication skills, with the ability to build productive, trusted relationships and effectively engage with senior leaders and diverse stakeholders across internal and external environments.
7. **Judgement, discretion and confidentiality:** Demonstrated ability to exercise sound judgement, maintain confidentiality and manage sensitive information in a professional, executive environment.

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the Occupational Health and Safety Act, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety

- be aware of the railway safety requirements associated with their duties and responsibilities
- take whatever action is possible to prevent unsafe conditions and/or incidents
- report any railway safety problems/hazards to your line manager and the Health & Safety team
- safely access the rail corridor.

Individual attributes

Qualifications and experience

8. **Desirable:** Certificate IV in Business Administration, Business Management or a related discipline, or equivalent experience.
9. **Mandatory:** Experience providing Executive Assistant support to Executive Group Managers, C-Suite executives or equivalent senior leaders within a complex corporate, government or public sector environment.

Other Position-specific requirements:

10. Advanced proficiency in Microsoft 365 applications including Outlook, Word, PowerPoint, Teams and Excel.
11. Extensive experience managing complex executive diaries, stakeholder relationships and competing priorities within a fast-paced executive environment.

Interpersonal and other features

Internal relationships

- Business Support Manager & Senior Executive Assistant
- Chief Executive Officer
- Deputy CEO
- Executive General Managers, CFO
- Executive Assistant Network
- Board Secretariat
- All VicTrack employees

External relationships

- Government departments and agencies
- Customers and stakeholders
- Vendors and suppliers
- Consultants and service providers

Ordinary hours of work

Ordinary hours of work are Monday to Friday between 6:00am and 6:00pm, however, the inherent requirements of this position may occasionally demand work outside of standard business hours (early mornings, evenings, or weekends) to meet operational deadlines, attend stakeholder meetings, or facilitate company events.

Why work for VicTrack?

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our vision

Working at VicTrack provides people with the opportunity to contribute to creating thriving places and connected communities for all Victorians. Some of the benefits that we provide our people are listed on our website and can be accessed via: [Careers at VicTrack](#)

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*: “To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

12. social and economic inclusion
13. economic prosperity
14. environmental sustainability
15. integration of transport and land use
16. efficiency, coordination and reliability
17. safety, health and wellbeing.