



Job Description

Position Title	Executive Assistant
Organisation Unit	Corporate Services
Functional Unit	Executive Support
Classification	APS 5
Immediate Manager	Group Heads
Location	Melbourne, VIC
Review Date	June 2026

About AIFS

The Australian Institute of Family Studies (AIFS, or 'the Institute') is the Australian Government's key research body in the area of family wellbeing. It is an independent statutory authority established in 1980 under the Family Law Act 1975. The Institute is an agency within the portfolio of the Department of Social Services (DSS).

AIFS' approach to research is applied and policy relevant, coming from a tradition of social science and strengthened by our multidisciplinary expertise. We draw together expertise from a broad range of disciplines including sociology, psychology, social work, economics, political science, demography, law, public health and data science.

Our research is generated through a combination of AIFS initiated and commissioned projects.

Our AIFS initiated and led research allows us to respond to critical trends and emerging issues for families in Australia and contribute independent insights to inform policy and practice.

Our commissioned research for government departments and agencies addresses specific policy questions and program needs, drawing on our multidisciplinary research expertise and methodological rigour.

Purpose of the Position

The Executive Assistant provides high-quality executive and administrative support to SES Group Heads to support the effective coordination of business operations, priorities and workflows across the Institute. The role supports the timely management of diaries, correspondence, meetings, approvals and information flow, helping Group Heads deliver on organisational objectives in a complex and fast-paced environment.

The position acts as a key point of contact for the Group Heads' offices, liaising professionally with internal and external stakeholders and exercising sound judgement, discretion and initiative in managing competing priorities. The Executive Assistant will build and maintain effective working relationships, communicate clearly and respectfully, and contribute to the smooth operation of executive support services across AIFS.

The role requires strong organisational skills, attention to detail and the ability to anticipate and respond to routine and emerging issues. The successful candidate will be able to work collaboratively, manage sensitive information appropriately, and support consistent, responsive and professional executive support practices. Experience working in an Australian Government or public sector environment would be highly regarded.

Diversity and inclusion

AIFS is committed to creating a diverse, inclusive and respectful workplace where all staff feel valued and supported. The Executive Assistant contributes to an inclusive team culture by modelling respectful behaviour, supporting accessible and consistent administrative practices, and working collaboratively with colleagues and stakeholders. This includes:

- Applying equity, inclusion and cultural safety principles in day-to-day interactions, meeting support and administrative processes.
- Supporting inclusive and accessible communication, records management, meetings and executive support practices.
- Working respectfully with people from diverse backgrounds, including Aboriginal and Torres Strait Islander peoples, and escalating issues or barriers where appropriate.
- Contributing to a positive team culture by sharing information, supporting colleagues and demonstrating the APS and AIFS Values in daily work.

Key Capabilities

Responsibility	Tasks required to achieve key responsibilities
Strategic Leadership	• Aware of wider work area objectives • Provides input on local improvements, in line with AIFS strategic goals
Policy Governance	• Applies and interprets policy and standards in daily tasks • Identifies minor compliance issues • Suggests small process improvements • Contributes to policy-relevant outputs
Enabling Excellence and Innovation	• Produces high-quality outputs • Suggests and helps implement better work methods • Is open to new tools and practices • Contributes to innovation and business improvement strategies
Operational Oversight	• Coordinates routine processes or supports small projects • Monitors work progress in area of responsibility • Ensures timely task completion under guidance • Coordinates and participates in project management activities.
Stakeholder Engagement	• Manages relationships with stakeholders in immediate work area • Addresses standard service issues • Supports project communications and escalates complex matters. • Supports internal and external networks
Enabling & Supporting Business Development	• Contributes to new projects or business improvements • Helps develop basic business cases or proposals • Implements minor process changes under guidance • Contributes to funding proposals, and smaller tenders
Team Leadership	• Is an experienced team member • May mentor less experienced colleagues or act in higher duties • Primarily focused on individual contributions • Has accountability for tasks and decisions and supports junior staff in achieving their goals through the provision of guidance and quality assurance

Essential Criteria

Qualifications	No qualification required.
Essential Skills, Knowledge & Experience	Demonstrated experience providing executive and administrative support in a busy office environment, including managing diaries, emails, meetings, travel, records, approvals and follow-up actions with accuracy, discretion and attention to detail. Strong organisational and coordination skills, with the ability to manage competing priorities, monitor workflows, meet deadlines and use initiative to support the effective operation of SES Group Heads' offices. Sound judgement and problem-solving skills, including the ability to anticipate routine issues, identify matters requiring escalation and support timely responses to priorities, correspondence, approvals and meeting outcomes. Well-developed written communication skills, with the ability to draft, proofread and quality check clear and accurate correspondence, meeting papers, minutes, briefs, reports, agendas and other documents for senior stakeholders. Strong verbal communication and stakeholder engagement skills, including the ability to liaise professionally with internal and external stakeholders, respond to enquiries, coordinate information and represent the Group Heads' offices in a professional and service-focused manner. Ability to manage sensitive and confidential information appropriately, including exercising discretion, maintaining accurate records and working in line with relevant legislation, policies, delegations, procedures and APS requirements. Knowledge of, or ability to quickly develop knowledge of, Australian Government and APS processes, including ministerial, parliamentary, Senate Estimates, correspondence, governance, procurement and recordkeeping requirements. Demonstrated ability to support meetings, committees and executive governance processes, including scheduling, preparing agendas and papers, taking minutes or action notes, tracking decisions and coordinating follow-up actions. Ability to support business improvement and consistent executive support practices, including contributing to administrative systems, templates, procedures and ways of working that improve accuracy, responsiveness, information flow and service quality. Commitment to the APS and AIFS Values, inclusion and ethical public administration, with the ability to work collaboratively, model professionalism and contribute to a respectful, inclusive and high-performing Executive Support function.
Key Duties	Under the direction of the Group Head, Family Data, Studies & Society and Group Head, Child and Family Wellbeing, Safety & Harms, the duties of the Executive Assistant will: - Manage the Group Heads' administration requirements efficiently and discreetly including diary, call and email management, and coordination of approval processes using initiative and discretion to prioritise and action under limited guidance. - Liaise with executive support staff in other agencies and other external stakeholders to actively anticipate, organise, and schedule meetings to support the Institute's relationships and strategic direction. - Maintain accurate official records in line with AIFS' procedures and file structures. - Arrange travel, accommodation and prepare associated arrangements and documents, including travel requisitions, travel allowance calculations, itineraries and credit card expenditure reconciliations. - Ensure AIFS' procurement and governance processes are followed, including corporate credit card reconciliations and payment of accounts for Executive. - Provide high level administrative support to the Executive and Senior Leadership, including managing stakeholder requirements and expectations, room bookings and other support needed for meetings, including scribing as required. - Provide a secretariat function for internal committees and external meetings when required.

	• Support the coordination of AIFS' external committees by scheduling submissions and meetings, providing secretariat services and liaising with members. • Coordinate with other AIFS' teams and senior executives to prepare for and respond to government processes such as Senate Estimates, Questions on Notice, and Ministerial Submissions. • Collaborate with other executive support staff to coordinate correspondence and other arrangements across the executive team. • Develop appropriate systems, procedures and controls to enhance the accuracy, efficiency and presentation of workflow and tasks within the Executive Support team, with an aim for continuous improvement.
Key Relationships	Internal • Director, AIFS • Group Head, Family Data, Studies & Society • Group Head, Child & Family Wellbeing, Safety & Harms • Theme & Longitudinal Heads • Managers in research and corporate teams • PMO • All Institute staff External • Representative of external organisations • DSS, Government Executive Services Branch

* See Job Pack for further information.