ARPC Position Description

Role title:	Manager Executive Support		
Function:	Executive Support	**Classification broadband:**	EL1
Location:	Sydney	**Security clearance:**	Baseline
Role reports to (role title):	Chief Operating Officer (COO)		
Direct reports (role titles):	Nil		

Purpose of the role (Why the role exists; how the role contributes to the ARPC's strategic objectives)

The Executive Support role provides high-quality, proactive support to the COO and CRO by planning and managing their time, information and priorities, coordinating operational commitments, and managing correspondence on their behalf so they can focus on strategic and leadership responsibilities

The role supports both the Chief Operating Officer (COO) and Chief Risk Officer (CRO).

Key accountabilities (Key activities, tasks, and outcomes to be achieved)

Executive Operations and Workflow Management
- Coordinate meetings, briefings, workshops (internal and external), including scheduling, logistics, technology setup and preparation of supporting materials.
- Manage complex, potentially competing diaries for the COO and CRO, ensuring their time is aligned to strategic priorities, governance commitments and critical operational demands.
- Act as the primary coordination point for the COO and CRO, triaging and prioritising requests and information, and exercising sound judgement on what requires their direct attention.
- Maintain an organised system for managing daily workflow, including tasks, deadlines, follow-ups and action items for both Executives.
- Anticipate upcoming requirements, proactively shaping schedules, pre-reading and briefing needs to avoid last-minute issues and ensure the Executives are prepared.
- Support budget and financial processes for the COO and CRO (e.g. processing invoices, purchase orders, travel and credit card acquittals) in line with organisational policies and delegations.

Planning and Coordination
- Support the preparation and coordination of governance and team forums (where applicable) relevant to the COO and CRO portfolios. Track and follow up actions and commitments arising from these forums on behalf of the COO and CRO, ensuring responsible team members are clear on due dates and deliverables.
- Under the direction of the COO and/or CRO, provide coordination support for priority initiatives (e.g. operational improvements, risk and compliance activities, cross-functional projects). Coordinate inputs from subject matter experts and stakeholders, ensuring information is consolidated and presented clearly for the Executives.
- Support the logistics associate with Senior Leadership workshops/planning). Ensuring logistical matters have been managed in line with expectations include venue, preparation of agendas, issuing pre-read and collation of information.
- Coordinate COO/CRO board and management reporting needs to ensure the required inputs are received from subject matter experts/leaders to ensure delivery meet agreed timelines.

Correspondence, Information and Document Management
- Manage correspondence for both Executives (email, briefs, internal submissions, board papers, external enquiries), ensuring responses are timely.
- Maintain structured systems for storing, retrieving and archiving documents in accordance with organisational policies and information/records management requirements.

Stakeholder and Relationship Management
- Build and maintain strong working relationships with internal stakeholders (including the Executive Leadership Team, senior managers and functional specialists) and external stakeholders relevant to the COO and CRO portfolios.
- Represent the COO and CRO professionally and constructively in interactions with colleagues and

external parties, managing expectations and providing clear, timely communication.
- Coordinate and manage stakeholder meetings and engagements involving the COO and/or CRO.
- Handle sensitive and confidential matters with discretion, sound judgement and a high degree of professionalism.

Contemporary Toolset and Management Information
- Confidently use contemporary digital tools (e.g. Microsoft 365, collaboration platforms, workflow and records management systems, project and risk tools, dashboards) to manage executive workflows and information for both Executives.
- Identify opportunities to streamline processes through digital solutions (automation, templates, shared workspaces and registers), improving efficiency and transparency.

Continuous Improvement and Team Contribution
- Support alignment and coordination between the COO and CRO portfolios, identifying interdependencies and helping ensure a joined-up approach to initiatives and governance.
- Contribute to a positive team culture, providing support to colleagues in peak periods and modelling professional, values-aligned behaviour.

Other
- Lead and participate in other work streams and activities across ARPC, as opportunities arise
- Supporting the COO/CRO with the design and delivery of operational initiatives such as regular surveys and operational strategic planning activities as needed.
- Provide leave coverage for other Managers Executive Support roles as require

Working relationships (key stakeholders, clients, customers, suppliers, providers, consultants, etc.)

Build and maintain strong relationships within:
- **Internal** relations with
  - All members of the ARPC team
- **External** relationships with
  - Vendors and partners

Person specification

Qualifications and experience

Qualifications (indicate whether mandatory or desired)
- High School Certificate, Diploma or Tertiary qualification - *Desired*

Experience (minimum type and level of experience required to perform the role)
- 5+years hands-on experience in an executive assistant role in a highly governed environment - *Mandatory*
- Experience working across all levels in an organisation - *Desired*
- Knowledge of insurance, reinsurance banking or financial service – *Desired*
- Demonstrated experience using contemporary management and reporting tools to support executive decision-making, including planning, performance, risk and project tracking systems.- *Highly Desired*
- Experience supporting governance forums (boards, committees, steering groups) using digital agenda/pack tools, action logs and decision registers.- *Highly Desired*
- Experience contributing to the implementation or enhancement of new management tools or systems (e.g. new project management platform, risk system or performance dashboard), including helping colleagues adopt new ways of working – *Highly Desired*

Key legislative / regulatory role responsibilities

Public Interest Disclosure Act 2013 (PID Act)
- ARPC staff must assist the ARPC CEO (or delegate) and/ or the Commonwealth Ombudsman in the conduct of a PID investigation.

Privacy Act 1988
- ARPC staff must adhere to the Australian Privacy Principles and the ARPC Privacy Policy and report any privacy breaches by any employee or contractor to the Privacy Officer / or Privacy Champion, as soon as they become aware of them.

Freedom of Information Act 1982 (FOI Act)
- ARPC staff are responsible for notifying and supporting the Information Public Scheme (IPS) Team to ensure published website Information is accurate, up-to-date and complete.
- ARPC 'owners' of website content are required to review content on their page(s) at least annually.

Work Health & Safety Act 2011 (WHS Act)
- All workers, including senior managers and executives, have duties under WHS Act.
- These duties include taking reasonable care for our own psychological and physical health and safety and that your actions or omissions do not adversely affect the health and safety of other persons.

Technical capabilities (skills, knowledge, technical or specialist capabilities)

- The ability to work highly collaboratively
- Excellent organisational skills including time management
- Very strong written and verbal communication skills
- Strong system skills in Microsoft Tools and Applications including Word, Excel and PowerPoint
- Absolute discretion and confidentiality
- Resourceful, innovative and proactive
- Service orientated and a flexible approach when working with others
- Familiarity with office gadgets and applications (e.g. e-calendars, photocopiers, laminators etc.)
- Very strong interpersonal skills with the ability to effectively negotiate and influence
- Ability to proactively build relationships with various stakeholders
- Working knowledge of project management software
- Astute attention to detail
- Courteous assertiveness

Authorities	Limits/ type
Financial delegations:	As per ARPC Delegations Policy
HR delegations:	As per ARPC Enterprise Agreement
Declared Terrorist Incident (DTI) and Declared Cyclone Event (DCE):	As per ARPC Event Response Policy

Additional requirements

ARPC Values

• Integrity	• Respect	• Service	• Wellbeing

ARPC Capabilities (Integrated Leadership System)
ARPC Capabilities describe behavioural expectations for all employees, by classification broadband.

- Shapes strategic thinking
- Achieves results
- Supports/cultivates productive working relationships
- Exemplifies personal drive and integrity
- Communicates with influence

Prepared by: *(Name & position)*	Catherine Tissier, Executive Manager Human Resources	**Date:**	December 2025
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