

ARPC Position Description

Role title:	Manager Executive Support		
Function:	Executive Support	Classification broadband:	EL1
Location:	Sydney	Security clearance:	Baseline Clearance (Australian Citizenship required)
Role reports to (role title):	Chief Operating Officer (COO) & Chief Risk Officer (CRO)		
Direct reports (role titles):	Nil		

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

This role provides proactive executive support to the Chief Operating Officer (COO) and Chief Risk Officer (CRO) by coordinating priorities, managing information and ensuring smooth operational delivery across the COO and CRO Office. This support enables effective decision-making, strong stakeholder engagement and progress on ARPC's strategic objectives.

The allocation of support between the COO and CRO will be agreed between the executives and may vary over time in response to changing business priorities.

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

- Role model ARPC's Values and the Code of Conduct and capabilities set out in the ARPC's Capability Framework.

Executive Operations and Workflow Management

- Track and manage actions, follow-ups, dependencies and deadlines using ARPC's Teams Tracker to provide end-to-end visibility of priorities and ensure commitments are delivered on time.
- Manage the COO & CRO's calendar, prioritising meetings, critical deadlines, strategic commitments and follow-up actions.
- Maintain timely and accurate information flow on behalf of the COO & CRO through effective email, correspondence and communication management.
- Coordinate travel arrangements for the COO & CRO and, where required, ARPC staff or Board members.
- Process expenses, monitor relevant financial workflows, and prepare routine and ad-hoc reporting (weekly, monthly, quarterly) as required.
- Prepare, format and proofread internal and external communications including memos, reports, briefing papers, presentations and correspondence.
- Provide high-quality meeting support including agenda preparation, minutes, action tracking and distribution of materials.
- Screen and direct calls, enquiries and correspondence with professionalism and discretion.
- Organise and maintain COO & CRO Office documents in accordance with ARPC's document storage and records management protocols.

Planning, Coordination and Team Support

- Act as a central coordination point between the COO & CRO, internal teams, external stakeholders and partners to ensure streamlined communication and aligned priorities.
- Lead the planning, governance and follow-through of COO & CRO-related meetings, including Executive team meetings, Finance leadership forums and cross-functional working groups.
- Support financial administration relating to COO & CRO Office activities, including expense monitoring, budget coordination, procurement support and identification of process improvements.
- Contribute to organisational effectiveness through proactive support of office administration requirements (stationery, catering, office maintenance, coordination of internal events).
- Assist project coordination for COO & CRO-led initiatives, monitoring milestones, risks and dependencies where appropriate.

Stakeholder Engagement and Communication Support

- Represent the COO & CRO Office with professionalism, diplomacy and strong customer service, serving as a trusted liaison for internal staff and external stakeholders.
- Manage sensitive information with discretion and always ensure confidentiality.
- Draft, review and refine high-quality communications, correspondence and briefing materials for the COO & CRO.
- Support preparation for key stakeholder interactions including Board and Committee meetings, insurer engagement, government briefings and external events.
- Coordinate logistics for COO & CRO-related meetings and events, ensuring quality delivery, hospitality, documentation and follow-up.

Other

- Provide leave coverage for other Managers Executive Support roles as required
- Lead and participate in other work streams and activities across ARPC, as opportunities arise

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
 - Insurer customers, vendors and partners, Government agencies and industry bodies

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)

- Several years of substantial hands-on experience in an executive assistant role in a highly governed environment - **Mandatory**
- Experience in liaising with external clients and business partners - **Mandatory**
- Experience working across all levels in an organisation - **Desired**
- Knowledge of insurance, reinsurance banking or financial service - **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)
• High emotional intelligence and strong diplomacy skills • Ability to manage stakeholder expectations and resolve minor issues • Strong customer service orientation • Ability to work collaboratively across teams • Excellent time management and organisational skills • Strong written and verbal communication skills • Intermediate Microsoft Word, PowerPoint and Excel skills • High discretion and confidentiality • Proactive, resourceful and innovative approach • Strong interpersonal and negotiation skills • Ability to build effective stakeholder relationships • Working knowledge of project management tools • Strong 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)	Prachi Nagras, Manager HR Services	Date:	6 July 2026
Approved by: (Name & position)	Karin Rathbone, Chief Risk Officer	Date:	8 July 2026