

Company Secretariat Assistant

SCHCADS Award

Key role details

Company Secretariat Assistant	
Reports to (position)	Group Executive, Legal, Governance and Risk / General Counsel and Company Secretary and dotted line to Head of Legal, Secretariat and Governance
Department	Legal, Governance and Risk
Location	Hurstville and other SGCH office locations as required
Remuneration level	SCHCADS Award Level 8
Essential requirements	<ul style="list-style-type: none"> • Minimum 5 years of proven experience managing Company Secretarial administrative and regulatory requirements (including use of electronic board portal software). • Proven experience in effectively managing and maintaining stakeholder relationships and has excellent relationship management skills, including liaising with Directors, Executive and Leadership teams, and external stakeholders. • Excellent attention to detail and strict adherence to confidentiality and probity. • Excellent verbal and written communication and influence skills. • Highly organised, with excellent time management skills. • Excellent administration and management skills, including developing and maintaining systems, schedules, policies and processes, document and records management. • Work autonomously and proactively to lead and manage areas of responsibility, and use initiative to drive success. • Work collaboratively across the business to influence outcomes and coordinate activities on behalf of the Company Secretary (CoSec) and Head of Legal, Secretariat and Governance. • Advanced proficiency with technology applications including MS Office and web-based suite of applications (including Word, Excel, PowerPoint, SharePoint, Teams), DocuSign and board portal software, and ability to seamlessly facilitate technology and comms for hybrid meetings and presentations (including use of zoom and Teams).
Qualifications	Relevant Governance Institute of Australia (GIA) qualification, or equivalent or higher is highly desirable.



Position summary

As a SGCH Company Secretariat Assistant you use your specialised knowledge of governance principles and best practice and provide expert assistance to the Company Secretary and Head of Legal, Secretariat and Governance. You are responsible for leading and organising the administration and management of the Secretariat and Governance function at SGCH and all the tasks that involves including but not limited to the following items.

You lead the process to create the annual Board and governance calendars, including organising forward agendas, board, and general meetings (including the Annual General Meeting), director sessions and events, schedules, and ensuring all the logistics are organised. You manage the collation and distribution of agendas and minutes, communication and close out of actions and manage the distribution of documents and required reviews/sign offs. You will ensure the right systems are set up, including managing, and maintaining the internal Company Secretarial registers, folders, and statutory filings in accordance with regulatory and best practice requirements. You manage the Board portal and governance in relation to this. You also lead the management of documentation and registers required for the directors and officers and other internal compliance and governance obligations. You will direct and coordinate special tasks and projects such as annual director and management surveys, director induction packs, recruitment for the Board and external board reviews.

You will be responsible for developing and maintaining practice requirements, policies, processes and systems for the company secretarial function.

You are professional and have excellent communication and influencing skills given the role requires you to be the central contact and coordination point for Directors, Executives, the Leadership Team, and external parties in relation to governance and company secretarial matters and you must facilitate a collaborative working environment. You will provide specialist advice and direction to other parts of the organisation to ensure compliance and good governance. You will work with the Head of Legal, Secretariat and Governance to plan work requirements for the function.

You will also work closely with the executive support role for the Legal, Governance and Risk division, to develop and maintain policy, procedures, systems and processes for the Division and provide back-up support to the executive support role when required (and vice-versa) (e.g. arranging document approvals and executions, ensuring delegations and policies are complied with). You will be responsible for coaching the executive support role to provide you back-up support and assistance, and you will be expected to step-up to support other roles in the Division as required.

To work at SGCH you are committed to achieving operational excellence and working collaboratively to deliver best practice social and affordable housing services. You value making a positive contribution to local communities and our shared vision for great places for everyone.



Your Success Profile

Company Secretariat Assistant	
<p>Knowledge – ‘What do you know?’</p> <p>Company secretarial policy, administration, regulatory requirements and best practice.</p> <p>How to manage competing priorities and coordinate work to meet agreed outcomes.</p> <p>How to effectively plan ahead to schedule key activities.</p>	<p>Experience – ‘What have you done?’</p> <p>5+ years' experience in managing Board and Secretariat practice.</p> <p>Planned and prioritised a busy workload.</p> <p>Managed confidential and sensitive information.</p> <p>Led and managed regulatory filings and secretariat registers, processes, policies and systems.</p> <p>Managed the running of meetings and technology and with proven ability to use technology to manage the Company Secretary function.</p>
<p>Behaviours – ‘What can you do?’</p> <p>Lead and coordinate projects and tasks and influence others to get outcomes.</p> <p>Manage a varied workload, competing deadlines, and multiple stakeholders.</p> <p>Be proactive and collaborative.</p> <p>Have excellent written and oral communication skills</p> <p>Have excellent attention to detail.</p> <p>Able to assess, develop and maintain organisational and administrative systems and regulatory requirements.</p>	<p>Personal qualities – ‘Who you are’</p> <p>Accountable, responsive, thorough, and well-considered.</p> <p>Professional, collaborative, and influential.</p> <p>Highly detail oriented, methodical, and organised.</p> <p>Committed to the purpose and mission of community housing.</p> <p>Motivated to take on new challenges and solve difficult problems.</p> <p>Work with integrity to deliver the best outcomes for customers and the business.</p> <p>Agile and able to work well in a changing work environment.</p>



Your work as a Company Secretariat Assistant

Our strategic work areas	Your daily work
Vision, purpose, and strategy	<ul style="list-style-type: none"> • Work together to achieve our purpose to provide sustainable, safe, and affordable housing as the foundation for our customers to connect to opportunities and build their communities • Lead a team to deliver great places, thriving people, connected communities • Aspire to achieve sustainable tenancies as a foundation for opportunity, more sustainable homes in thriving communities and a vibrant sustainable business in the work you do everyday
Customer service	<ul style="list-style-type: none"> • Show respect, courtesy and fairness when interacting with our customers • Respond to customer enquiries and requests with care and urgency • Keep customers informed about issues they have raised and seek feedback to ensure their needs are met
Board Administration	<ul style="list-style-type: none"> • Create, manage and lead the Board and governance calendars, including setting and monitoring reminders • Manage the Board platform and information on the platform, and action any improvements or maintenance required • Schedule and coordinate board and committee meetings and other events • Manage the collation and distribution of agendas, minutes, actions, and documents to the relevant audiences and for the reviews/ signoffs • Being a contact point and liaison for the Directors, Executives and Leadership • Be responsible for maintaining and managing the company secretarial and Board systems, processes and policies.
Company Secretary	<ul style="list-style-type: none"> • Provide expert assistance to the Head of Legal, Secretariat and Governance and the Company Secretaries to manage all company secretarial requirements and to follow up management actions and lead these processes. • Ensuring efficient administration of the companies, Board and Board Committees and monitoring regulatory compliance, in accordance with regulatory and best practice requirements. • Maintain company secretarial registers and regulatory filing (including coordinating the collation of information and managing the processes for registration, annual regulatory reviews and requests for information including the annual external audit process). • Monitor and manage the Company Secretarial inbox. • Develop and maintain the Company Secretary Manual and procedures documents.



	<ul style="list-style-type: none"> Helping others to understand their obligations to comply with legislation, rules, policies, guidelines, and codes of conduct.
Team support	<ul style="list-style-type: none"> Assisting to maintain, develop and improve internal systems and processes. Coaching others in the team. Recommending and managing system and process improvements Working with the executive support role in the Team to deliver team objectives (and provide leave support), including systems and processes for LGR Division to deliver in-house governance, risk, legal and corporate compliance and administrative systems and processes. Other related tasks and functions.
Leadership and teamwork	<ul style="list-style-type: none"> Work as a team to provide best practice services Collaborate with teams across our organisation to improve outcomes for customers Support team members to deliver the best services they can by sharing knowledge and skills; and work together to resolve challenging situations Mentoring, coaching and guiding colleagues, on what information is required when preparing information for the Board and Company Secretary
Self-management	<ul style="list-style-type: none"> Work flexibly to adapt and respond quickly when situations change Be open to new ideas, seek feedback and respond constructively Look for and take advantage of opportunities to learn new skills and develop strengths Show resilience and ability to work under pressure Prioritising workload and deadlines and maintaining organisation
Business excellence and innovation	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices, including technological applications Understand team and organisational objectives and align your activities accordingly Understand the expected performance requirements and support our teams to achieve these objectives Identify ways to improve project processes, tools, and templates to achieve better outcomes
Legislation, policies, and procedures	<ul style="list-style-type: none"> Understand and follow legislation, rules, policies, guidelines, and codes of conduct that apply to your role Help others to understand their obligations to comply with legislation, rules, policies, guidelines, and codes of conduct Ensure the privacy of customer and organisational information is protected
Compliance and reports	<ul style="list-style-type: none"> Support high quality data and information collection across the team to contribute to accurate operational reports



	<ul style="list-style-type: none"> Attend regular (at least fortnightly) team meetings and meetings with your managers to monitor operational performance and share information
Accountability and risk	<ul style="list-style-type: none"> Identify and follow safe work practices; and be vigilant about their application by self and others Attend workplace health and safety training Be aware of risks that might impact on the completion of an activity and escalate when identified Speak out against misconduct and inappropriate behaviour
Information technology	<ul style="list-style-type: none"> Expertly use core office software applications such as Microsoft Outlook, Word, Excel, PowerPoint, and SharePoint, Teams and zoom. Manage and update information and workflows in our specialised information and communications technology platform, OneHousing and other applications where required Comply with SGCH policies on the acceptable use of technology

Our expectations	Your values and behaviours
Top accountabilities	<ol style="list-style-type: none"> 1. Deliver professional, responsive, respectful, and consistent services 2. Actively manage safety and promote our safety culture 3. Assist the Head of Legal, Secretariat & Governance and the Company Secretaries to manage all company secretarial requirements and to follow up management actions 4. Ensuring efficient administration of the companies, Board and Board Committees and monitoring regulatory compliance, in accordance with regulatory and best practice requirements 5. Manage the Board and governance calendars, including setting and monitoring reminders 6. Manage the Board platform and information on the platform 7. Schedule and coordinate board and committee meetings, the AGM, and other events 8. Manage the collation and distribution of agendas, actions, and documents to the relevant audiences and for the reviews/ signoffs 9. Deliver quality and timely outcomes in the performance of your work deliverables 10. Champion a risk and compliance culture and promote a best practice governance culture across the organisation 11. Know and understand SGCH policies and processes and apply them with a focus on delivering organisational strategy and sustainable housing outcomes for customers 12. Apply the Australian Privacy Principles when managing customer information and data 13. Contribute to maintaining best practice governance standards across the organisation, including guiding others to comply with the Delegations Policy



Our values

1. Trust – we take ownership and accountability to build trust
2. Empowerment – we empower our people, partners, and our customers
3. Inclusion – we respect differences and treat people equally
4. Creativity – we explore new and better ways of working
5. Honesty – we are responsible, ethical, and professional