

Executive Support to the Centre Director

RACS Position Description

The Refugee Advice and Casework Service (RACS) seeks a dedicated person to join its team in the role of Executive Support to the Centre Director.

This will be a full-time, 12-month fixed-term contract, based in Randwick. The position is classified at SCHADS level 5. Part-time or reduced hours will be considered for the right applicant.

This role reports to the Centre Director, working closely with the Chief Operating Officer (COO), the Leadership Team and the Board, and collaborating with other RACS teams and external stakeholders.

As a condition of your employment you may be required to travel throughout metropolitan Sydney, and your place of work may alternate between RACS key locations in Randwick, Parramatta and Auburn. Your employment will be primarily in Randwick. This role involves a minimum of three days per week working from our Randwick office, with the remaining days working from home.

RACS is committed to working together to achieve a more inclusive community. RACS encourages people from all backgrounds to apply, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, people who identify as belonging to the LGBTIQ+ community, and people with disabilities. We welcome applications from people with lived expertise of seeking asylum, newly arrived people, and those on temporary visas with the relevant permission to work. We also recognise experience gained outside Australia.

You don't need a traditional executive assistant background. Skills gained in community services, advocacy, legal administration, or through lived experience of migration are just as relevant. What matters most is that you are organised, write clearly, want to support the RACS Leadership Team and care about the people RACS serves.

About RACS

The Refugee Advice and Casework Service (RACS) is one of Australia's oldest and most successful dedicated community legal centres. Our vision is justice and dignity for refugees, and a world where those who seek Australia's protection can live with dignity, security, family unity and freedom.

RACS is a nonprofit providing free, dedicated legal services for people seeking asylum and refugees. Through individual advice, community education and public advocacy, we work to ensure that people at risk of persecution or other significant harm have equal and fair representation before the law, are granted protection by Australia, and can seek family unity, in line with Australia's international obligations.

Our Mission: To achieve justice and dignity for and with refugees through the provision of dedicated legal services and advocacy

Values: Respect – Integrity – Compassion – Fairness – Empowerment – Perseverance

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to seek
asylum.**

Our work rests on a commitment to fundamental human rights, human dignity and international protection. We demonstrate this through independent, impartial and professional advice; the integrity of our staff and volunteers; continuous learning, including through partnerships; and the fair and flexible conditions we provide for staff and volunteers.

RACS Executive Support to the Centre Director

The Centre Director leads RACS's legal services, advocacy and organisational direction in an area of law and policy that changes quickly. This role keeps that leadership effective: it directs the Centre Director's time to what matters most for people seeking protection, and keeps the Board's governance running smoothly.

You will manage the Centre Director's diary, inbox, correspondence and meetings, and act as secretariat to the Board. Day to day, you will weigh requests from various stakeholders against RACS's priorities, and make sure decisions turn into action.

The work is high volume and often time-critical: the nature of RACS work can reshape the work of the Leadership Team's week overnight. You will need sound judgement, discretion with sensitive client and governance information, and the confidence to work autonomously and keep systems running.

Key Responsibilities

Executive Support to the Centre Director

- Provide proactive diary management for the Centre Director (CD), prioritising appointments and coordinating competing demands.
- Manage the CD's inbox: monitor correspondence, draft responses, and resolve routine matters directly so the CD's attention stays on decisions only they can make.
- Prepare correspondence, briefing notes, reports and presentations on behalf of the CD.
- Coordinate internal and external meetings for the CD, including agendas, papers, minutes and logistics.
- Arrange travel and logistics for the CD, including visits to interstate and internationally to attend parliamentary inquiries, sector conferences and community events.
- In consultation with the Head of Engagement and Communications, help the CD respond to media requests.
- Act as a key point of contact between the CD and internal and external stakeholders, representing RACS with professionalism and confidentiality at all times.
- Supporting the Leadership Team with other activities as directed by the CD.

Priorities and Follow-up

- Keep a running record of decisions and actions from the CD's meetings, and follow up with the people responsible until they are complete.

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- Triage incoming requests against RACS's strategic priorities and advocacy agenda, bringing urgent or high stakes matters, such as policy changes or media enquiries, to the CD's attention quickly.

Board and Governance Support

- Prepare, collate and distribute Board and Committee agendas, papers and correspondence in line with governance requirements and timeframes.
- Attend Board meetings as required and prepare accurate, high-quality minutes and action registers.
- Maintain Board registers, including membership, attendance, conflicts of interest, resolutions, training and compliance records.
- Manage the Board calendar, including Annual General Meetings, special meetings and circular resolutions, in line with the Constitution.
- Support onboarding and orientation of new Board members with the COO.

Funder and Partner Relationships

- Working with the Philanthropy Manager to maintain a calendar of funding agreement milestones and reporting deadlines, and coordinate input from across RACS teams for reports and acquittals.
- Support the CD's relationships with funders, philanthropic partners and pro bono firms, including preparing briefings ahead of meetings.

Corporate Support

- Maintain corporate records, digital filing systems, and policy and procedure manuals.
- Support reporting and compliance requirements as directed by the COO.
- Coordinate logistics for Leadership Team meetings, and RACS events across Randwick, Parramatta and Auburn.
- Lead special projects as requested.

All RACS team members are expected to:

- Communicate with a wide range of stakeholders in a confident and respectful manner.
- Be a contributing and supportive member of the RACS team, acting in accordance with RACS values in all conduct.
- Share a mutual responsibility towards wellbeing. Attend external supervision and/or debriefing as arranged.
- Be alert to the danger of burnout, monitor your workload and be proactive in self-care.
- Participate in RACS's training and education programs as required to maintain appropriate skills.
- Undertake administrative tasks as required in a small team.
- Perform other duties as reasonably required.

Selection Criteria

Essential

- **Executive support experience:** demonstrated experience providing high-level executive or senior administrative support, including diary, inbox and executive coordination.
- **Board secretariat:** proven experience in Board or Committee secretariat support, including minute-taking.
- **Stakeholder relationships:** demonstrated ability to build trusted relationships with a diverse range of people, including Board members, staff, community organisations, funders and parliamentarians, and to represent RACS professionally.
- **Follow-up:** a track record of keeping decisions and actions moving to completion, with systems that make sure nothing important is missed.
- **Judgement and discretion:** sound judgement about priorities in a fast-moving legal and policy environment, and discretion with confidential client, staff and governance information.
- **Autonomy:** comfortable working independently, anticipating what is needed and resolving issues before they escalate.
- **Communication:** highly developed written and verbal communication skills, including formal correspondence and governance documentation.
- **Organisation:** strong organisational and time-management skills, with the ability to manage competing priorities accurately and to deadline.
- **Technical competence:** high proficiency in Microsoft Office and digital document management systems.
- **Sector understanding:** interest in and understanding of the political landscape in relation to refugees and people seeking asylum.
- **Values:** commitment to RACS's values and to culturally safe, trauma-informed practice.

Desirable

- Lived expertise of displacement is highly valued by RACS
- Familiarity with governance frameworks and board compliance requirements.
- Experience or exposure to working in a community or advocacy setting, or other legal or migration practice, and the ability to work in an environment with limited resources.
- Experience working with people from a non-English speaking or vulnerable background, including those who may be detained.
- Experience improving administrative systems or workflows, including through digital tools.
- Communication skills in a language other than English will be considered highly favourably.