

Position Title:	Chief of Staff
Reports to:	Chief Executive Officer
Direct reports:	Executive Assistant
Review date:	August 2022

Position objective

The Chief of Staff acts as a trusted advisor and strategic thought partner to the CEO and Senior Leadership Team. Responsible for driving and implementing the strategic planning process and supporting the business to ensure key deliverables are achieved. The CoS is a key enabler in the business, ensuring the seamless management and prioritisation of the CEO's schedule to increase CEO capacity, efficiently and enable greater strategic focus.

Newcastle Airport's Values

TRUST - always acts with integrity

ENGAGED - passionately exchanges thoughts and ideas to generate an actively creative environment

COMMITTED - doing what you'll say you do

ACCOUNTABLE - having the courage to be held accountable and to hold others accountable

RESULTS DRIVEN - strive to ensure results are achieved

Key accountabilities and responsibilities

Corporate Strategy

- > Drive the development of strategic business plans/objectives across various time horizons, ensuring they are aligned with the company's vision, values and master plan.
- > Implement and maintain systems to monitor the status of key operational and strategic deliverables.
- > Using systems established with the CEO, act as a key point of contact for internal enquiries relating to the strategic priorities of the business
- > Act as a trusted advisor and strategic thought partner to the CEO and SLT.
- > Own a variety of cross-functional special projects on behalf of the CEO/SLT.

Organisational Alignment & Development

- > Oversee the status of all strategic objectives and associated reporting to ensure priorities and accountabilities are clear, including reporting.
- > Develop, publish, and maintain the corporate calendar (internal cross business milestones).
- > Maintain intra and extra organisational awareness/engagement and ensure the CEO is briefed on key priority matters.
- > Manage and support the CEO's (and then by extension the organisations) brand:
 - Internal comms strategy for CEO – timing, messages, formats etc
 - External stakeholder strategy that will help drive the corporate strategy – CEO meetings, timing, messages, formats etc.
- > Support the CEO's professional development by providing candid, balanced and insightful feedback.
- > Work with the HR team on people and culture strategies, to help create a high-performance culture aligned to the strategic vision, and help ensure issues are appropriately addressed, particularly as it relates to the SLT.
- > In collaboration with the HR team, create and implement professional development strategies for the SLT and the CEO; to improve leadership skills, team cohesion and overall effectiveness.

Scheduling

- > Assess inquiries directed to the CEO, determine the proper course of action and delegate to the appropriate person to manage within agreed parameters.
- > Ensure the CEO's time is prioritised effectively and aligned to achieving the organisation's strategic objectives
- > Support the CEO to maintain an appropriate balance of time dedicated to strategy, delivery and engagement with staff and key stakeholders
- > Ensure the Executive Assistant is providing a high level of calendar coordination and email triage to deliver the following:
 - Promote agility by ensuring projects, strategic objectives and commercial agreements are not stalled waiting for the CEO's attention.
 - Seamless logistics of CEO's day to day activities.
 - Appropriate rhythm of meetings, preparation, and clear space.
 - Drafting correspondence at the appropriate level.

Team Management

- > Support and manage (where required) internal SLT meetings and workshops.
- > Follow up on progress of action items agreed in SLT meetings.
- > Assist and communicate with the SLT in respect of decision-making, program management and initiative implementation.

Reporting

- > Assist in the production, checking and distribution of internal and external stakeholder reports.
- > Prepare and/or review high level and complex written correspondence, organisational communication messages, proposals, papers and presentations.

Advocacy / External Stakeholders

- > Assist in managing relationships with politicians, commercial clients, government agencies and community-based organisations to expand and improve the NAPL's agenda and meet strategic outcomes.
- > Ensure there is a strategic approach to external stakeholder engagements, aligned to strategic objectives. Ensure CEO is briefed and prepared for all engagements.
- > Attend meetings, functions and industry events to represent the business and/or the CEO, as required.
- > Act as a point of contact, coordination, and action when CEO is away on business.

Qualifications and experience

Essential

- > Degree qualified in Business and/or Communications or similar
- > A minimum of 5 yrs. experience in a leadership (support) role, preferably providing senior counsel to company leaders
- > Demonstrated experience developing and leading strategic initiatives, and ensuring strategic objectives are achieved.
- > Proven experience in organizing and directing multiple teams and departments
- > Impeccable managerial & interpersonal skill
- > Exceptional written and verbal communication skills, and report writing ability
- > Proven track record of effectively interacting and developing strong working relationships with senior management and across all levels of staff
- > Extremely versatile, dedicated to efficient productivity and action-oriented
- > Strong organisation, time management and attention to detail
- > Demonstrated ability to perform effectively under pressure and manage multiple competing priorities

Desirable

- > Experience with budget management
- > Experience with data analysis
- > Project management experience

Work Health and Safety

The NAPL Managers have a responsibility to:

- > Remain abreast of changes in environmental and WHS legislation, Codes of Practice and Australian Standards
- > Ensure and promote conformance with statutory requirements and NAPL WHSMS requirements.
- > Promote and embed a safety culture
- > Ensure that appropriate investigations are conducted for hazards and incidents, and implement identified corrective actions

While at work NAPL workers must:

- > Take reasonable care for their own health and safety
- > Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons
- > Comply with any reasonable instruction that is given to allow NAPL to comply with the WHS Act
- > Cooperate with NAPL policies and procedures relating to health or safety.

Value Behaviours

Our culture is underpinned by core values and behaviours, which define how we do business. All employees are expected to demonstrate our values and behaviours at all times, as follows:

Value	Behaviours
Trust Always acts with integrity	✓ Practices open and transparent communication.
	✓ Is a supportive team player.
	✓ Consistently demonstrates honesty and ethical behaviour.
	✓ Demonstrates a healthy respect for others, equality and inclusiveness.
	✓ Applies an open door policy and is willing to offer input and ask for help.
Engaged Passionately exchanges thoughts and ideas to generate an actively creative environment	✓ Supports other staff in need across the business.
	✓ Shares knowledge and collaborates with others.
	✓ Approaches work with a positive attitude.
	✓ Supports progressive and forward thinking.
	✓ Openly engages in healthy conflict by respectfully discussing different ideas and opinions.
Committed Doing what you say you'll do	✓ Helpful and assists other staff / teams in need wherever possible.
	✓ Consistently "walks the talk" by doing what they say they'll do.
	✓ Consistently demonstrates a "can do" attitude.
	✓ Reliable and consistent in their approach to work.
	✓ Open and adaptable to change to meet the growing needs of our business.
	✓ Open to giving and receiving constructive feedback as an opportunity to learn.

Value	Behaviours
<p>Accountable Having the courage to be held accountable and to hold others accountable</p>	<ul style="list-style-type: none"> ✓ Takes responsibility for their actions. ✓ Proactively seeks advice and input from others to stimulate learning and innovation. ✓ Is committed to being truthful with each other. ✓ Applies consistent standards across the organisation.
<p>Results Driven Strive to ensure results are achieved</p>	<ul style="list-style-type: none"> ✓ Adopts a strategic approach to achieve business goals. ✓ Adopts big picture thinking and commitment to achieving business goals. ✓ Ensures goals are clearly understood which they are focussed on achieving. ✓ Employs effective strategies to ensure goals are achievable. ✓ Prioritises own work effectively and communicates capacity constraints early.

Position description approved

Employee _____ Date _____

Supervisor _____ Date _____