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Interview Guide – Executive Assistant

Position: Executive Assistant to the CEO

Organisation: [Insert ACCHS Name]

Panel Chair: [Name]

Panel Members: [Names]

Date: [Insert date]

Applicant: [Name]

1. Introduction (for the Interview Panel to read aloud)

Thank you for coming in today. Before we start, we would like to acknowledge the Traditional Custodians of the land on which we meet and pay our respects to Elders past and present.

This interview is for the position of Executive Assistant to the CEO with [ACCHS Name]. In this role, you will be the primary point of contact for internal and external communications involving the CEO's office. You will be responsible for high-level executive support, Board and governance administration, meeting and event coordination, and ensuring effective communication and organisation across the CEO's office. The position requires exceptional professionalism, discretion, cultural awareness, and the ability to manage competing priorities in a fast-paced environment.

Throughout this interview, we'll explore your organisational skills, communication style, governance knowledge, problem-solving abilities, and experience supporting executive or senior leadership roles. Please take your time when responding, we may take notes during your answers.

Do you have any questions before we start?

2. Interview Panel Instructions

- Ensure at least one Aboriginal panel member is present.
- Use yarning-style, conversational questioning where appropriate.
- Avoid interrupting or rushing responses — allow silence and reflection.
- Focus on strength-based assessment (what they bring, not just what's missing).
- Note examples and assess responses using the rating scale.

3. Rating Scale (Example)

Score	Description
5 – Excellent	Exceeds expectations, provides strong, relevant examples.
4 – Very Good	Meets expectations, gives clear and thoughtful responses.
3 – Satisfactory	Adequate response, limited examples but some understanding.
2 – Limited	Superficial or incomplete understanding.
1 – Unsatisfactory	No relevant experience or understanding shown.

4. Core Interview Questions

1. Can you tell us about yourself and what interests you about working as an Executive Assistant in an Aboriginal Community Controlled Health Organisation?
 - *Prompt:* What values guide your approach to communication, confidentiality, and supporting senior leadership?
 - *Indicators:* Cultural awareness; professionalism; values-based practice; understanding of community context; discretion and sensitivity.

| 1 | 2 | 3 | 4 | 5 |

2. This role requires high-level organisational and administrative skills. Can you talk about your experience managing busy calendars, competing priorities, or fast-paced executive workloads?
 - *Indicators:* Time management; scheduling; prioritisation; attention to detail; ability to manage interruptions; proactive approach.

| 1 | 2 | 3 | 4 | 5 |

3. The EA position involves handling confidential information and acting with discretion. Can you give an example of a time you managed sensitive information or supported an executive with complex or confidential matters?

- Indicator: Confidentiality; integrity; professionalism; judgement; understanding of risk and sensitivity.

| 1 | 2 | 3 | 4 | 5 |

4. A key part of this role is supporting governance processes, including preparing Board papers, agendas, and minutes. What experience do you have with Board support, governance documentation, or formal meeting procedures?

- Indicators: Minute-taking accuracy; document preparation; understanding of governance requirements; organisational systems knowledge; attention to detail.

| 1 | 2 | 3 | 4 | 5 |

5. Can you describe a time when you coordinated an event, meeting, or community engagement activity? What steps did you take to ensure everything ran smoothly?

- Indicator: Event or meeting coordination; logistics; communication; stakeholder liaison; problem-solving; thorough planning.

| 1 | 2 | 3 | 4 | 5 |

6. The EA often acts as the first point of contact for the CEO's office. How do you manage communication with staff, community, stakeholders, and external organisations in a respectful and culturally safe way?

- Indicators: Communication skills; cultural safety; diplomacy; customer service; relationship building; awareness of community dynamics.

| 1 | 2 | 3 | 4 | 5 |

7. Tell us about a time you had to manage competing priorities or multiple deadlines. How did you ensure everything was completed accurately and on time?

- Indicator: Prioritisation; problem-solving; organisational skills; ability to stay calm under pressure; initiative.

| 1 | 2 | 3 | 4 | 5 |

8. The EA prepares and proofreads correspondence, reports, and briefing notes. What experience do you have drafting professional documents or communicating on behalf of senior leaders?

- Indicators: Written communication; formatting and proofreading; professionalism; ability to follow or develop templates; high accuracy.

| 1 | 2 | 3 | 4 | 5 |

9. Technology and information management are essential in this role. What systems or tools have you used for document management, scheduling, communication, or Board administration?

- Indicators: Digital literacy; ability to learn new systems; experience with EMRs/PMS, Microsoft 365, SharePoint, Board portals; data organisation.

| 1 | 2 | 3 | 4 | 5 |

10. What do you understand about the values, vision, and community-controlled governance model of [ACCHS Name]?

- Indicator: Commitment to self-determination; understanding community voice; respect for cultural governance structures.

| 1 | 2 | 3 | 4 | 5 |

11. Why do you want to work with us?

12. What do / would you enjoy most about supporting the CEO and contributing to the work of an Aboriginal Community Controlled organisation?

13. Where do you see yourself professionally in the next few years?

Do you have any questions for us?

HR POST-INTERVIEW CHECKS

Item	Notes
References (x2)	
Working with Children Check	
National Police Check	
Start Date Availability	
Confirmation of Role (Fulltime, part time etc)	
Disclose of any health conditions that may affect duties	

5. Scoring

/ 50

Comments and Interview Reflection

6. Panel Summary and Recommendation

Strengths	Development Areas	Recommendation
		[Appoint / Consider / Not Suitable]