LENA MAHONEY

Executive Assistant | CEO & Board | 600 staff, 3 ports, 7-person executive team

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SUMMARY

Executive assistant to the Chief Executive of a port services company with 600 staff across three ports. Runs the CEO's diary, travel and correspondence, coordinates the seven-person executive team, and produces the papers for the board and its two committees.

Takes things off the CEO's desk before they reach it: drafts the replies, chases the overdue papers, and knows which meetings can move. Every recurring task has a written procedure, so the office runs the same way during leave.

CAREER HIGHLIGHTS

- Cut board pack turnaround from six working days to two across 14 board and committee meetings a year by setting a fixed paper timetable and moving packs onto Diligent; every pack since has reached directors on time.
- Set up one action register for the executive team, tracking around 300 decisions and actions a year, bringing overdue actions down from about 40 at any time to fewer than five.
- Planned and ran the company's first two-day leadership conference for 120 people from three ports, $14K under its $160K budget, and it now runs every year on the same plan.

EXPERIENCE

Executive Assistant to the Chief Executive, Tarrant Harbour Services 2019 to now

Supports the CEO and coordinates a seven-person executive team. Port services, 600 staff, three ports. Secretariat support to the board and its audit and safety committees.

- Manages a diary of 35 to 45 meetings a week, including regulator, port authority and customer meetings across three cities.
- Books around 150 trips a year for the executive team, including overseas customer visits, inside the travel budget every year.
- Handled the CEO's confidential correspondence through an executive restructure and a business sale process, with nothing disclosed before it was announced.
- Introduced DocuSign for board resolutions and contracts, cutting signing time from about a week to a day.

Executive Assistant to the Managing Director, Strand & Ross Engineers 2014 to 2019

Civil engineering consultancy, 85 staff, two offices. Supported the managing director and four directors.

- Ran the move of the Townsville office over one weekend, 60 staff and their equipment, with every desk working on Monday morning.
- Consolidated 14 supplier contracts into five, saving $118K a year in office running costs.
- Kept the firm's ISO 9001 records; three external audits passed with no findings against administration.

Earlier career

Administration roles in health and legal services, including Practice Coordinator at Banfield Family Practice and Legal Secretary at Hartigan Legal.

EDUCATION AND TRAINING

Diploma of Leadership and Management
Certificate IV in Project Management Practice

SYSTEMS AND SKILLS

Microsoft 365, Outlook, SharePoint, Diligent, DocuSign, Concur · Board and committee papers · Minute taking · Diary and travel management · Confidential correspondence · Event management