

IL-Business Support Officer

Position Description (IL)



Group: ILA-Org-Human Resources **Version:**1.0 **Issued:**21/08/2015 **Stage:** xxx



Role Accountability:

The Role:

Support the operations of the Executive Officer and Senior Management teams including preparation of Executive Team papers, confidential administrative and high level executive support to Sub committees, management of appointment diaries and travel arrangements. Operating with a high degree of independence in a fast paced environment, the Business Support Officer is required to be well organised, flexible, proactive, resourceful and sensitive to the required level of discretion in handling confidential information and dealing with internal and external stakeholders.

Level of Responsibility:

The occupant is responsible for providing high level administrative and secretarial assistance to the Executive Officer and Senior Executive Management. The occupant is expected to exercise significant judgement and initiative and work with minimal supervision.

Employment Status:

Permanent. Hours as specified in employment contract.

Award:

Individual Contract

Special Conditions:

- Appointment to this position will be subject to continued funding and will be subject to a probity check being conducted under the terms of the Child Protection and Community Services Act of the relevant State.
- May involve work outside of normal business hours.
- May involve travel to and from meetings or training outside normal business hours.
- Required to complete a confidentiality agreement that requires employees to keep staff, volunteer, client and Organisational information confidential.
- Required to maintain a satisfactory Federal Police Record and maintain a record check that is no older than three years.
- Must maintain current Drivers Licence.

Professional & Personal Skills:

- Respects staff and peers through collegial participatory approaches, able to communicate in a warm and helpful manner whilst simultaneously building credibility and rapport.
- Communicate ideas on complex and sensitive issues clearly in writing, selecting language, tone and format to suit target recipients. Verbal communication is clear and succinct and language tailored to target audience.

- Ability to maintain confidentiality and exercise judgement and discretion.
- Committed to the principles of best practice and continuous improvement.
- Problem solving ability to define complex and ambiguous problems and pinpoint key issues and develop workable solutions.
- A capacity to maintain focus on the desired outcome of the activity.
- Able to organise or schedule tasks, develop realistic action plans while sensitive to time constraints and resources available.
- Able to plan and manage multiple tasks simultaneously.
- Able to work effectively as part of a team both internally and externally and articulates the benefits of working together.
- Responsible, supportive and can do attitude demonstrating compassion, resilience and adaptability.

Primary Duties:

1. Prepare meeting documentation, minutes and correspondence for use by the Senior Management Group.
2. Attend meetings as required, arrange background papers, draw up agendas, prepare and collate background/briefing material, take minutes during meetings and monitor action items as required.
3. Provide administrative support to the Executive Officer and Senior Management Team and its Sub committees as required, including the coordination of meetings.
4. Coordinate calendar appointments and travel arrangements Senior Management Group as required.
5. Data administration within eKey and iKey.
6. Perform other duties as envisaged within the role and in accordance with the skills and competence of the occupant.

Key Responsibilities and Key Indicators:

KRA 1 Leadership and Governance :

Responsibilities	Indicators
<ul style="list-style-type: none"> • Act in accordance with the Vision, Mission and Values, representing the organisation in a professional and positive manner and promoting the Core Business Statement. 	<ul style="list-style-type: none"> • Services and business processes are implemented consistently in compliance with the Organisation's Vision, Mission, Values and Core Business Statement. • Systems provide timely, accurate and informative data and information against agreed performance indicators. • Customer needs and expectations promoted throughout the organisation.
<ul style="list-style-type: none"> • Mutual respect, cultural awareness and cultural sensitivity will form the basis for a professional working relationship. 	<ul style="list-style-type: none"> • Demonstrate cultural sensitivity in all working relationships.

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KRA 2 Staff Development & Resources:

Responsibilities	Indicators
<ul style="list-style-type: none"> Regularly reflect on professional practice, identify practical improvements, participate in regular organised training and development and participate in performance reviews with supervisor. 	<ul style="list-style-type: none"> Attendance at organised training, including annual refresher sessions. Identify and report gaps in current competencies. Source Professional development opportunities. Application of learning to work practices. Research and develop practical improvement. Participate in knowledge sharing. Complete regular performance sessions and actively implement agreed action plan.

KRA 3 Organisational Development:

Responsibilities	Indicators
<ul style="list-style-type: none"> Develop and implement administrative services that meet or exceed best practice principles to ensure continuous improvement of the Organisation's quality improvement approach within the Organisation. 	<ul style="list-style-type: none"> Evidence of use of best practice principles in the execution of all administrative services. Positive feedback from staff surveys.

KRA 4 Service Development&Delivery:

Responsibilities	Indicators
<ul style="list-style-type: none"> Support the Executive Officer and the Senior Executive Management Team to meet the organisations strategic goals by providing and maintaining an efficient and well organised Executive office. 	<ul style="list-style-type: none"> Prioritise and manage a complex arrangement of commitments, maximising time management to achieve optimal output including: coordination of meetings of the group including the distribution of agendas, papers, and follow up and update action items prior to meetings to meet scheduled time frame. All correspondence is efficiently screened, prioritised and either redirected or appropriate response drafted. As first point of contact with external stakeholders ensuring a

	professional approach, taking messages and directing them to the appropriate Executive Team member in a timely manner.
<ul style="list-style-type: none"> Coordinate interstate travel, accommodation arrangements, itineraries and other events as delegated for Senior Executive Management Team in accordance with Organisation's policies and procedures 	<ul style="list-style-type: none"> Travel and accommodation bookings made accurately and within budget and itineraries communicated to relevant people prior to travelling. Costs kept within allocated budget. Comprehensive contact lists maintained and calendar appointments current.
<ul style="list-style-type: none"> Perform procurement and financial processing functions for the Senior Management Team as required, including corporate credit card acquittals, reimbursements, raise purchase orders, and coordinate requirements with organisational functional areas. 	<ul style="list-style-type: none"> Manage corporate credit card effectively. Reconcile credit cards promptly and process transactions in accordance with relevant policy and procedures within a timely manner.

1

KRA 5 Amalgamations & Partnerships:

Responsibilities	Indicators
<ul style="list-style-type: none"> Liaise with internal and external stakeholders regarding the activities of the Senior Management Team ensuring a professional image is promoted at all times. 	<ul style="list-style-type: none"> Maintain a high level of professionalism when dealing with visitors, external stakeholders and public. Capacity to operate within an the aged care/health environment with the ability to engage, involve and understand external influences and views that impact on the sector.
<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

Selection Criteria:

- High level personal skills of judgement, initiative, self-motivation and capacity for innovation.

- High level communication skills, both written and oral, with the ability to handle sensitive situations with diplomacy.
- High level organisational skills including the ability to work effectively and flexibly, set priorities and manage variable workloads independently and in a team environment.
- Demonstrated ability to collate, analyse and present information in a professional and meaningful manner.
- Proven capacity to plan and the ability to undertake projects of varying complexity and with a high level of accuracy.
- Demonstrated ability to maintain a high level of confidentiality.

Essential Criteria for Position:

- Relevant tertiary qualifications or equivalent extensive experience in a similar position
- Superior organisational ability and experience in providing administrative support to a senior executives, including the ability to prioritise and manage a complex array of commitments, maximising time management to achieve optimal output, often working under pressure with competing deadlines and priorities.
- Strong interpersonal skills and well-developed communication skills which foster collaborative relationships with others, promote team cohesion and establish a positive and professional image of the organisation to internal and external stakeholders.
- Established professional judgment skills, including the ability to resolve emergent issues with a high degree of discretion, confidentiality and independence, exercise initiative and manage a number of issues concurrently.
- Demonstrated ability to act as secretary to committees, co-ordinate and follow-up actions agreed.
- Demonstrated proficiency in using information technology, especially the Microsoft Office suite, email and internet and electronic diaries.

Desirable Criteria for Position:

- Previous experience in an aged care or health related environment.

Summary of Specific Responsibilities

Defined in

Responsibility

[Complaints Management](#)
: ILA-Org-Operations

ILA-Executive Officer

[Other related Team/Group based responsibilities for ILA-Executive Officer](#)

Working within **integratedliving Australia Ltd**

Summary of Specific Responsibilities

Defined in Responsibility

integratedliving Australia Ltd is an innovative, not-for-profit community business delivering a broad range of quality community care services.

integratedliving operates across regional and rural New South Wales, Queensland, Victoria, ACT and Tasmania and has been providing services to the frail, older people, younger people with a disability and their carers for over 15 years.

Our vision ... *enriching communities, supporting individuals*

Our purpose ... *facilitating health and wellbeing options for individuals, families and carers... strengthening rural, regional and remote communities*

We value ... *diversity, integrity, respect, unity and equity*

Our values indicate the type of conduct required of the Board, management, staff and volunteers when carrying out the operations of the organisation and the standards consumers and stakeholders can expect from the organisation.

All employees are responsible for ensuring that the standards of behaviour and conduct specified in the organisation's strategic plan, service delivery model and Code of Conduct are adhered to. Employees who are found to have breached these standards may have sanctions imposed; all employees must ensure they understand their responsibilities.

Supervisors are responsible for promoting, and for ensuring all practices within their area follow the principles of WH&S and Managing Diversity, including Equal Employment Opportunity. All employees are expected to promote and uphold the elimination of workplace harassment. Workplace discrimination, bullying or harassment are considered to be breaches of proper standards of conduct and behaviour and are illegal.

integratedliving workplaces and vehicles are non-smoking environments.

Incumbent Statement :

I have read, understand and accept the above Position Description.

Signed: Date: ... / ... /

Full Name:



Owner: ILA-Chief People Officer
Reviewed: 28/12/2016
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