

POSITION DESCRIPTION

Business Support Officer

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are imaginative, respectful, compassionate and bold.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is one of the largest not-for-profit community service providers in NSW and the ACT, with a rich history of providing services to the community for more than 100 years. We have more than 550 services, as far north as Tweed Heads, as far west as Broken Hill, and as far south as the ACT.

Our focus is always on the people we serve, no matter where they are at in their life. Our range of supports and services are designed in partnership with clients and around their needs

ABOUT THE ROLE

This is a role within the Business Support Team and is responsible for a wide range of advanced business support, including, but not limited to, assistance with project work, payroll and finance processing, claiming, Supply Agreements, administrative tasks, basic system troubleshooting – all the way to the maintenance and of the H&CC SharePoint site.

This role is focused on a high level of business support and assistance, and is based in Parramatta, NSW.

ROLE OBJECTIVES

You'll play a valuable role as a member Business Support Team:

- Contributing to a stronger and more unified Uniting
- Working towards the defined priorities and outcomes for the Business Support Team and your specific areas of accountability
- Working with your colleagues to understand and apply the translation of Uniting and Business Stream strategies through your regional and/or local plans, thereby ensuring a consistency in service delivery, practice and maximising performance
- Actively participating in communication in order to understand and contribute to a One Uniting way of operating
- Working productively and collaboratively as a positive role model both within your team and with others across Uniting

As a Business Support Officer, you will:

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- Contribute towards the efficiency and effectiveness of the Business Support Team
- Perform Finance related tasks, such as claiming, billing, exports and adhoc Payroll assistance during the processing periods
- Assist with invoicing and Supply Agreements
- Be involved with project work and Systems data entry (e.g. Carelink+ upgrades), as required
- Manage and maintain the H&CC SharePoint site
- Contribute and build a strong relationship between Procurement and Finance
- Support the Training Team, as required
- Manage and maintain the BI Tool
- Process all Medicare claiming and assistance
- Maintenance of CCOM, to ensure up to date policies and procedures, while working closely with the Quality Team
- Support Community Care Direct, as required
- Management of team generic email account, as well as requests
- Assist with system testing and upgrades
- Provide H&CC staff with basic systems support and guidance
- Assist with Vendor management, as well as using strong negotiation skills
- Develop and manage advanced excel spread sheets and databases

ABOUT YOU IN THE ROLE

Your classification: Full Time Permanent, 01 Award Free
Your directorate: Resilient Communities, H&CC

You'll report to: Team Leader, Business Support

Your key relationships:

Internal:

- With fellow Business Support Team members, including Training, Business Systems
- With Manager of Business Support and Development
- With Service Centre staff, including Service Managers, Support staff
- With project team members, where required
- With Community Care Direct staff members
- With Procurement Team
- With Finance Team

External:

- With Vendors and Suppliers
- With External Project Stakeholders
- With Clients and Carers

YOUR RESPONSIBILITIES

Financial management:

- Ensure that all activities and operations within the scope of responsibility are performed in accordance with the allocated budget and policy guidelines

Operational Processes

- While each Business Support Officer will be expected to be across all tasks, each officer will be assigned an area of specialisation. (e.g. Supply Agreements, Medicare Claiming)
- After consultation, you'll be willing to undertake additional duties, transfer to another equivalent position or assume higher duties when required

- Contribute to the implementation of Uniting policies, processes, systems and platforms (including technology) so as to ensure efficiency of the wider organization
- Maintain awareness of and fulfill responsibilities, authorities and accountabilities as defined by Uniting's health, safety and wellbeing management system and in adherence to the attached WHS responsibilities by role
- Participate and comply with all quality management systems and processes
- Anything deemed appropriate by Manager

Client Management:

- Ensure that engagement with external parties enhances Uniting's reputation and growth
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders

People Management:

- Act as a constructive member of the Business Support Team
- Build a relationship with both the Procurement and Finance Teams
- Maintain a positive, open relationship with H&CC Service Centre staff
- Contribute to a culture of openness, feedback and productivity
- Actively engage and participate in the performance management framework and review processes across Uniting
- Engage in professional development and set and fulfill development goals for yourself;
- Contribute to the creation of a cohesive and productive team
- Build and maintain effective team relationships – within own team and across business streams / functions
- Positively model the Code of Conduct and Ethical Behaviour for Uniting
- Represent the Uniting culture and values internally and externally, communicating and acting in ways that are consistent with values of Bold, Respectful, Imaginative and Compassionate
- Model the values and an understanding of the Uniting Church, respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, prioritising collaboration, passionately pursuing social justice and inclusion
- Take care for the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to the attached WHS responsibilities by role

KEY PERFORMANCE INDICATORS

Financial management:

- Performance is monitored on an ongoing basis and financial targets achieved as established by the annual budget process

Operational processes:

- All stakeholders in your area of responsibility are constantly communicated with and remain informed and involved in appropriate aspects and projects

Client management:

- Client feedback shows sustained improvement (where a measure can be applied add this)
- Client feedback indicates their respect for your services (work) provided and a good working relationship
- Effective client relationships are in place and stakeholders indicate high levels of satisfaction with service delivery

People management:

- Feedback from your line Manager confirms your contribution as a member of the Business Support Team
- Feedback from colleagues and their teams confirms your contribution to an integrated Uniting
- Standards of professional behaviour demonstrate alignment with the Uniting values and are effectively role modeled in all workforce interactions

THE IMPORTANT DETAILS

Qualifications:

- Tertiary qualification or equivalent field experience

Your experience ticks the following boxes:

- Extensive experience in a business support role
- Extensive and advanced knowledge and experience using Excel spread sheets and databases
- A demonstrated passion for social change and contributing to an organization of influence for the most disadvantaged
- Solid understanding of technology and systems, able to provide basic support
- Skilled at navigating a complex organization, forging relationships, and managing through influence rather than direct authority as required
- Excellent negotiation skills when dealing with suppliers
- Strong organisational and time management skills with the ability to effectively multi-task work
- Exceptional customer service and telephone etiquette skills

Even better:

- Experience in the Aged Care sector desirable
- Experience with Carelink+ software desirable

Core Competencies:

- You must be able to be based in Parramatta, NSW
- You operate with personal integrity and a values base that aligns with Uniting's
- You succeed through excellent communication skills and a high service orientation
- You engage successfully with clients and other team members as required
- You are capable but do not have "something to prove"
- You manage projects and juggle tasks to ensure delivery against objectives
- You have strong written and verbal communication skills
- You thrive on helping others to succeed; even if it is at a cost to you
- You are an exceptional team player
- You have a high level of energy and enthusiasm
- You leverage your experience without always referring to it
- You thrive on successful outcomes and not on processes
- You genuinely care about the organization

Employee Name:		Managers Name:	
		Title	
Date:		Date:	
Signature:		Signature:	

ACCOUNTABLE POSITION	WHS ACCOUNTABILITIES (AS PER WHS ACT 2011)	ACTION DEMONSTRATING ACCOUNTABILITIES
<p style="text-align: center;">WORKERS (EMPLOYEES, AGENCY STAFF, CONTRACTORS, VOLUNTEERS, STUDENTS)</p>	<p>While at work, all workers (WHS ACT 2011 Sec 28) must:</p> <ul style="list-style-type: none"> - take reasonable care for his or her own health and safety - take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by Uniting to allow the - organisation to comply with this Act - co-operate with any reasonable policy or procedure of Uniting relating to health or safety at the workplace that has been notified to workers 	<p>All workers must:</p> <ul style="list-style-type: none"> - follow Uniting WHS policy and programs to protect the health and safety of people at work and to understand your personal responsibilities for WHS - attend and/or complete safety-related training including induction and emergency preparedness - comply with WHS instructions from your supervisor/manager, training information, safe work procedures and emergency wardens - if performing new or unfamiliar work, seek information, instruction or training and supervision from your supervisor to perform work safely without risking the health, safety and wellbeing of yourself or others - use equipment that has been provided for your health, safety and wellbeing - report all hazards, incidents and injuries to your immediate supervisor - participate in discussions/consultation about changes to workplace/premises or job task/practice - wear clothing, footwear and personal protective equipment (PPE) needed appropriate for the work being done - do not put other people's health, safety and wellbeing at risk by your action or inaction