

Executive Assistant to the National Director - Notifications)

Role data

Position no.	TBA	Work Area Profile	Notifications
Work Level Classification	Level 4	Directorate/Business Unit	Regulatory Operations
Reports to (role)	National Director, Notifications	Location	Any location
No. direct reports	Nil	No. of indirect reports	nil
Version date	2 Feb 2023	Tenure	Various

Work area profile

Ahpra's overall mission is to protect the public by regulating health practitioners efficiently and effectively in the public interest to facilitate access to safer healthcare for all the community. Website: www.ahpra.gov.au

In partnership with the National Boards, the Notifications function assesses and manages concerns raised by members of the public about a registered health practitioner who is registered with a National Board whose profession is regulated by the National Scheme.

Role purpose

The Executive Assistant to the National Director, Notifications (NDN) is responsible for the provision of confidential executive support services to the National Director including first-line liaison and organising, prioritising and managing tasks.

The role is responsible for working with the Notifications Leadership Group (NLG) to monitor and report on strategic improvement programs, including embedding a risk-based approach, staff engagement, orientation and onboarding on new employees, improved system supports and general case management practices.

The role supports engagement with notifications teams across multiple locations and will be required to apply Ahpra's principles for virtual teams.

The role helps to foster a culture of team-collaboration and will support the NLG in the delivery of staff wellbeing programs.

Key Accountabilities

- Provide effective, high quality and confidential executive support services to the National Director
- Exercise appropriate judgement, discretion and assertiveness and anticipate the requirements of the NDN in order to efficiently coordinate and manage their schedule and related activities, and support the NDN's to effectively execute their role, including scheduling appointments, arranging meetings, obtaining and collating relevant information, data and documents, and negotiating availability with stakeholders requesting appointments, booking rooms, organising catering, travel arrangements and preparing itineraries
- Analyse enquiries and requests from internal and external stakeholders, determine and take appropriate action on behalf of the National Director, including where appropriate, the redirection and escalation of enquiries to the appropriate people
- Manage the flow of incoming/outgoing correspondence for the NDN, including drafting of correspondence and reports, where appropriate

- Recommend and implement changes and adaptations to improve efficiency, effectiveness and/or quality of outcomes for the NDN's office, including the identification of opportunities for improvement to systems and process
- Coordinate and assist in the delivery of notifications and/or regulatory operations projects as required
- Produces high quality routine reports related to the management of notification projects to relevant committees, senior management and staff.
- Supports the National Director to track and participate in the progression of policies, procedures and guidelines to improve the performance of the notifications function.
- Actively participates in activities and demonstrate behaviours that enable a positive, team-based performance culture and staff wellbeing.
- Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants. This means to:
 - take reasonable care for own and others' health, safety and wellbeing, and
 - adhere to Ahpra's workplace health, safety and wellbeing policies and procedures.

Capabilities for the role

The Ahpra [Capability Framework](#) applies to all Ahpra employees. Below is the complete list of capabilities and proficiency level required for this position.

Values	Capabilities	Proficiency Level
Service	Commits to customer service	Intermediate
	Displays leadership	Intermediate
	Generates and delivers the strategic vision	Elementary
	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Elementary
Collaboration	Builds constructive working relationships	Intermediate
	Communicates effectively	Intermediate
Achievement	Demonstrates accountability in delivering results	Intermediate
	Uses information and technology systems	Intermediate
	Displays personal drive and integrity	Intermediate

Qualifications/experience

Qualifications/Experience	Required
Qualifications	Diploma/Degree in Business Administration or equivalent and/or relevant experience.
Experience	<p>Demonstrated experience in providing high level executive support in a professional and confidential manner, including the ability to exercise sound judgement in identifying and managing priorities, managing stakeholder expectations and needs and meeting deadlines and commitments</p> <p>Highly developed computer skills within depth knowledge and experience of relevant software including Microsoft Office applications for email, word processing, Teams, spreadsheets and data bases together with knowledge of standard office administrative practices and procedures, with the ability to learn and adapt to new systems.</p> <p>Well-developed interpersonal, written and oral communication skills with experience in dealing with internal and external stakeholders at all levels and senior executives, coupled with the ability to exercise discretion and maintain a high level of confidentiality</p> <p>Demonstrated experience providing quality customer service in a complex environment, including the ability to prioritise workload, manage varied and conflicting demands to agreed standards and timelines, in a proactive manner with minimal guidance</p> <p>Demonstrated experience in the coordination and supporting the delivery of projects</p> <p>Demonstrated problem solving and analytical skills</p>

Key relationships

Internal Relationships	External Relationships
National Director Notifications	Registered Health Practitioners
Notifications Leadership Group	Health practitioner's legal representatives
Notification team members	Health practitioner's employers/ supervisors
Board Services team members	Notifiers
Legal Service team members	Third parties identified in the course of managing notifications, e.g. witnesses, police and treating health practitioners
Registration team members	