

Position description

Services Hub Representative



Position no.	BS7034	Work Area Profile	Services Hub, Business Services Directorate
Work level/Classification	AHPRA Level 3	Reports to (role)	Facilities Services Officer
Positions reporting to this role	Nil	Location	South Australia Office - Level 11, 80 Grenfell Street, Adelaide, SA
Number of indirect reports	Nil	Tenure	Full time, 12 month fixed-term position
Review Date		Closing Date	Please refer to job advertisement

Position purpose

The Services Hub Representative is the local, on the ground contact and representative for the Services Hub. The incumbent will be expected to provide exceptional customer service when assisting AHPRA staff to access our services and information.

Work Area Profile

The Services Hub is responsible for delivering end-to-end services, described within a set Service Catalogue with defined scope, service levels and delivery channels. This position will be based in the People Lifecycle Services team, however will provide support across all four service streams: People Lifecycle Services; Information and Decision Enablement; Environment, Connectivity and Support Services; Supplier, Partner and Contract Services.

Key Result Areas

Accountabilities	Key Activities
Quality Service Delivery	<ul style="list-style-type: none">Contribute to the delivery of effective and efficient end-to-end services within the Services HubIdentify and escalate continuous improvement opportunitiesMonitor and respond to shared Services Hub mailboxes ensuring prompt responses and resolution of queries during periods of absenceManage and finalise all service requests allocated via channels including phone, service portal or in personWork to provide first time resolution of customer service requestsUtilise Business Services systems and databases when undertaking duties

	<ul style="list-style-type: none"> Manage documents effectively by organising files, keeping accurate records and version control Ensure documents are stored in accordance with AHPRA's records management policies, and are able to be easily retrieved for future reference and audit purposes Ensure the secure storage of sensitive or confidential information Complete all work according to established process, standards, timeframes and quality benchmarks, as reviewed and agreed from time to time
Stakeholder Management	<ul style="list-style-type: none"> Build and maintain rapport with people at all levels through the provision of proactive customer service Respond promptly to stakeholder requests, collate and disseminate relevant information, resolve standard problems, escalate issues when required, and effectively prioritise responses to stakeholders Proactively inform customers on the progress of service requests and ensure allocated requests are completed in line with service level agreements or escalate accordingly
Projects	<ul style="list-style-type: none"> Manage and contribute to Service Hub small projects to support business improvement and delivery objectives Provide advice and input into the development of procedures and supporting documentation as required Assist in coordinating Service Hub led training activities occurring locally e.g. room bookings for training, invitations, equipment required, etc. (e.g. fire warden training)
People Lifecycle Services	<ul style="list-style-type: none"> Assist in coordinating bookings for interviews and other activities as requested by PLS team members Where required, assist in the on-boarding processes of new starters following initiation by local managers. Ensure all new starters have a clean workstation allocated; have access to a working computer and telephone; building access has been organised (does not include responsibility for employee provisioning) Contributing to centralised filing of employee records
Environment, Connectivity and Support Services	<ul style="list-style-type: none"> Assist Service Hub teams deliver local support (e.g. PC setup, moves / adds / changes, audits, air-conditioning, repairs, etc.) Where required locally, first point of contact for local building issues relating to air conditioning, plumbing, lifts and electrical, furniture repairs, maintenance, etc. also called 'incidents' (building faults) Local monitoring and day-to-day oversight of property facilities services contracts with external vendors (including cleaning; carpet cleaning; spraying; sanitary disposal; waste collection, plants, etc.) Where required locally, manage the AHPRA car park allocations for officers entitled to a car park as part of their employment arrangements Where required locally, manage building security pass access provisioning Where required locally, manage 'end of trip' facilities (e.g. bike cages, showers, lockers etc). Assist in undertaking asset audits when required Where required locally, assist in or coordinate induction to AHPRA's corporate systems (SALT, Cherwell, TRIM, Unit 4, training etc.) Meet with subcontractors and assist in directing them as to what needs to occur Where require, help manage workplace space (e.g. desk allocation, lockers, clean-desk policy, etc.)
Supplier, Partner and Contract Services	<ul style="list-style-type: none"> Oversee maintenance and supplies associated with office photocopiers, kitchen equipment and scanners Where required locally, oversee the regular supply of office consumables and stationary as required Where required locally, manage the local petty cash Where required locally, collate the daily banking and facilitate banking at Westpac Assist with providing information and guidance relating to the processing of purchase orders

AHPRA Values	
Service	We: <ul style="list-style-type: none"> ✓ Listen, and ask how can I help you? ✓ Finish whatever we start ✓ Are approachable, reliable and accountable
Collaboration	We: <ul style="list-style-type: none"> ✓ Stop, listen, respect and act ✓ Actively engage with others ✓ Share knowledge and seek feedback
Achievement	We: <ul style="list-style-type: none"> ✓ Are clear on the outcomes we require ✓ Provide regular updates on work activities ✓ Identify and address priorities and recognise success
Our way of working	<ul style="list-style-type: none"> ▪ Operate in accordance with AHPRA's values and "<i>way of working</i>" in day-to-day work activities ▪ Comply with AHPRA's Code of Conduct and all other AHPRA policies and procedures including ensuring adherence to the obligations set out in: <ul style="list-style-type: none"> ✓ AHPRA's workplace health and safety policies and procedures ✓ Equal Opportunity and Harassment & Bullying Policies ✓ Confidentiality and Privacy Policies ▪ Adhere to and apply the information contained in any mandatory or job related training ▪ Deliver a professional, customer-focused service to internal and external customers ▪ Identify and participate in opportunities to develop knowledge, skills and experience as well as personal development activities as part of AHPRA's Performance & Development Planning process
Personal Attributes	
<ul style="list-style-type: none"> ▪ Visibly display positive behaviours by promoting a unified culture ▪ Looks for ways to respond to customer feedback and develops proposals to improve service delivery ▪ Recognises where a change in processes or practices can provide efficiencies ▪ Ensures own activity aligns to priorities ▪ Takes ownership for resolving issues within own areas of work accountability ▪ Seeks out opportunities to extend capabilities ▪ Takes responsibility for producing accurate, timely, high quality work ▪ Adopt a positive approach when dealing with others and activities ▪ Listen to differing views and incorporates ideas into ways of working 	

- Develop good rapport with others through regular and effective communication

Key requirements

Key Relationships	Qualifications/Experience
Internal <ul style="list-style-type: none"> ▪ Local staff (Regulatory Operations, Strategy & Policy, Business Services) ▪ Services Hub: <ul style="list-style-type: none"> - People Lifecycle Services - Environment, Connectivity & Support - Services - Information & Decision Enablement - Supplier, Partner & Contract Services 	<ul style="list-style-type: none"> ▪ Demonstrated experience in the provision of support services in a complex, varying work environment ▪ Ability to work autonomously as well as part of a team ▪ Excellent interpersonal skills with the ability to deal with a range of stakeholders ▪ Demonstrated organisational skills, including the ability to effectively prioritise and manage multiple tasks and deadlines ▪ Problem-solving skills and ability to show initiative