

## Position Description

### Planning and Administration Support Officer



Position no.	E10726	Work Area Profile	Information and Decision Enablement, Business Services Directorate
Work level/Classification	AHPRA Level 4	Reports to (role)	Decision Support Services Lead
Positions reporting to this role	Nil	Location	Melbourne
Number of indirect reports	Nil	Tenure	On-going
Review Date		Closing Date	Please refer to job advertisement

### Position purpose

The **Planning and Administration Support Officer** is responsible for providing high quality administrative support to the Decision Support Services team. The Planning and Administration Support Officer will support the Decision Support Services Lead to ensure decision-makers are presented with accurate, timely, meaningful and consistent information and contributions from Business Services to support and enable good decision-making. This will be achieved through the provision of administrative support to the DSS team, organisation of DSS team planning processes and assistance with templates, business writing and graphic design.

### Work Area Profile

Information and Decision Enablement Services plays its part by providing easy access to organised and reliable sources of data ensuring the right information is used when making decisions. We do this by overseeing and managing four prime services including business intelligence; records and information management; financial management and reconciliation; and decision support services. We are responsible to ensure that our service offering meets the needs of our stakeholders; we keep abreast of industry and professional developments; communicate clearly to our stakeholders; and that we seek to continually improve our service offering and performance.

## Key Result Areas

Accountabilities	Key Activities
<b>Administrative Support</b>	<ul style="list-style-type: none"> <li>▪ Provide high quality administrative support services including assisting in the preparation of workshops and meetings with internal and external stakeholders, diary and planner management,</li> <li>▪ Provide a high standard of word processing by drafting correspondence, template/standard briefs and responses, and proofing and formatting documents and reports</li> <li>▪ Attend specified meetings to take minutes, following up action items and assist in the smooth running of meetings</li> <li>▪ Coordination of events e.g working groups, team meetings, teleconferences, workshops and other inter-office meetings as required</li> <li>▪ Maintain electronic filing systems (TRIM and others) so that documents are stored appropriately in accordance with AHPRA's records management policies, and are able to be easily retrieved for future reference and audit purposes</li> <li>▪ Coordinate requests from internal stakeholders on behalf of the team</li> <li>▪ Manage the secure storage of sensitive or confidential information</li> <li>▪ Under guidance, project manage small projects to support business improvements</li> <li>▪ Collaborate with and support other Business Services staff as required</li> </ul>
<b>Decision Support Services</b>	<ul style="list-style-type: none"> <li>▪ Assist in the organisation of papers and documents developed by Business Services staff</li> <li>▪ Contribute to coordinating outcomes that require input from the entire Business Services Directorate such as the annual report and CEO update for example</li> <li>▪ Provide support around the coordination of outcomes that require input from the entire Business Services Directorate such as the annual report and CEO update for example</li> <li>▪ Contributes to the provision of organisational and high level support to the directorate</li> <li>▪ Provide administrative support to the Decision Support Services team as required</li> <li>▪ Provide corporate document design to workplace documents, manuals and presentations where applicable</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>▪ Adopt a mindset of learning, growth, support and curiosity amongst team members – help yourself and others be the best they can be</li> <li>▪ Develop and maintain a positive rapport and effective working relationships with internal and external stakeholders</li> <li>▪ Contribute to the establishment and monitoring of mechanisms to ensure clear flows of communication within the team and across the directorate</li> </ul>

<b>Strategic Alignment</b>	<ul style="list-style-type: none"> <li>Actively participate in working groups / committees as requested</li> </ul>
<b>Quality Service Delivery</b>	<ul style="list-style-type: none"> <li>Contribute to the delivery of effective and efficient end-to-end services within the team</li> <li>Identify and escalate continuous improvement opportunities</li> <li>If required, assist in monitoring service levels and escalate issues to the manager where levels are not being met</li> <li>Respond promptly to stakeholder requests, collate and disseminate relevant information, resolve standard problems, escalate issues when required, and effectively prioritise responses to stakeholders</li> </ul>

<b>AHPRA Values</b>	
<b>Service</b>	<p>We:</p> <ul style="list-style-type: none"> <li>✓ Listen, and ask how can I help you?</li> <li>✓ Finish whatever we start</li> <li>✓ Are approachable, reliable and accountable</li> </ul>
<b>Collaboration</b>	<p>We:</p> <ul style="list-style-type: none"> <li>✓ Stop, listen, respect and act</li> <li>✓ Actively engage with others</li> <li>✓ Share knowledge and seek feedback</li> </ul>
<b>Achievement</b>	<p>We:</p> <ul style="list-style-type: none"> <li>✓ Are clear on the outcomes we require</li> <li>✓ Provide regular updates on work activities</li> <li>✓ Identify and address priorities and recognise success</li> </ul>
<b>Our way of working</b>	<ul style="list-style-type: none"> <li>Operate in accordance with AHPRA's values and "<i>way of working</i>" in day-to-day work activities</li> <li>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"> <li>✓ AHPRA's workplace health and safety policies and procedures</li> <li>✓ Equal Opportunity and Harassment &amp; Bullying Policies</li> <li>✓ Confidentiality and Privacy Policies</li> </ul> </li> <li>Adhere to and apply the information contained in any mandatory or job related training</li> <li>Deliver a professional, customer-focused service to internal and external customers</li> <li>Identify and participate in opportunities to develop knowledge, skills and experience as well as personal development activities as part of AHPRA's Performance &amp; Development Planning process</li> </ul>
<b>Personal Attributes</b>	

- Visibly display positive behaviours by promoting a unified culture
- Ensures plans (service delivery, program, project) are developed using approved project and program management practices
- Supports and promotes AHPRA's strategic agenda
- Questions existing practices and standards in a constructive manner if they are not effective to support continual improvement
- Coaches and supports others to achieve 'stretch' goals and objectives
- Gathers and uses data to measure costs, benefits and risks of delivery options
- Seeks feedback and analyses own performance to identify strengths and opportunities for improvement and further development
- Anticipates and identifies expectations, concerns and consider implications
- Communicates clearly using appropriate styles and methods to achieve required outcomes

## Key requirements

Key Relationships	Qualifications/Experience
<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>▪ Executive Directors (Regulatory Operations, Strategy &amp; Policy, Business Services)</li> <li>▪ National Directors (Regulatory Operations, Strategy &amp; Policy, Business Services)</li> <li>▪ Executive Officers</li> <li>▪ Managers</li> <li>▪ Professional Services</li> <li>▪ Services Hub: <ul style="list-style-type: none"> <li>- People Lifecycle Services</li> <li>- Environment, Connectivity &amp; Support</li> <li>- Services</li> <li>- Information &amp; Decision Enablement</li> <li>- Supplier, Partner &amp; Contract Services</li> </ul> </li> <li>▪ Change and Delivery Specialists</li> <li>▪ Performance and Innovation</li> <li>▪ Specialist Resource pool</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>▪ Service Providers</li> <li>▪ Vendors</li> <li>▪ Government agencies</li> </ul>	<ul style="list-style-type: none"> <li>▪ Certificate IV in Business Administration and/or equivalent level of experience across required areas of expertise</li> <li>▪ Ability to work autonomously as well as part of a team</li> <li>▪ Proficient across the Microsoft Office suite</li> <li>▪ Demonstrated experience in the provision of administrative support in a complex work environment</li> <li>▪ Demonstrated organisational skills, including the ability to effectively prioritise and manage multiple tasks and deadlines whilst ensuring attention to detail</li> <li>▪ Experience in corporate document design or graphic design is highly desirable</li> </ul>