

Position description

Manager, Board Services – Western Australia

Position data

Position no.	E10215	Review Date	March 2018
Work level	Level 5	Directorate/business unit	Regulatory Operations/Board Services
Reports to (role)	State Manager, Western Australia	Operating budget	Regulatory Operations
Number of direct reports	2	Location	Perth
Positions reporting to this role	Board Services Officer	Status	Full Time Ongoing
Number of indirect reports	0	Close Date	Please refer to job advertisement

Position purpose

The purpose of this role is to provide management and operational oversight of the Western Australia Board Services team to ensure it performs as a high-functioning, client-focussed team delivering professional and high quality governance and secretariat services to the Boards and Committees.

Key result areas

Accountabilities	Key Activities
Management oversight	<p>Maintain an overview of work to ensure the team delivers a high quality, consistent service.</p> <p>Continuously monitor the work of the team to ensure it meets the needs of the State Boards/ Committees.</p> <p>Allocate, redirect and prioritise work within the team as required to ensure the workload is equitably distributed across team members.</p> <p>Coordinate all correspondence and enquiries relating, but not limited, to state Board/committee meetings.</p> <p>Identify areas for improvement in systems, processes and outputs and deploy and communicate any enhancements.</p> <p>Manage the implementation of new systems, programs and arrangements for the delivery of secretariat services to the state Boards/committees and national Committees.</p> <p>Manage the orientation and induction processes for new team members, ensuring that appropriate training and support is provided.</p>
Operational deliverables	<p>Record and manage outcomes, decisions and actions from Board and Committee meetings. This includes attending meetings and taking accurate minutes, distributing outcomes to relevant parties in a timely manner and in the correct format in accordance with the AHPRA style guide.</p> <p>Report on and follow-up on decisions and actions arising from Board and Committee meetings.</p> <p>Coordinate the preparations for workshops, seminars, meetings, teleconferences and videoconferences. This includes room bookings and set up prior to meeting, arranging catering, attending meetings and tidying up after the event.</p> <p>Coordinate with other AHPRA departments to ensure the availability of all facilities and equipment as required.</p>
Stakeholder management	<p>Manage all relevant state Board/ committee communications to internal and external stakeholders. Consult and liaise with program directors, managers, staff and board and committee members in relation to agenda items and papers.</p> <p>Foster collaborative relationships with internal and external stakeholders, including AHPRA staff nationally, Board and Committee Chairs and members.</p> <p>Act as a key point of contact for the management of all state Board/ committee communications to internal and external stakeholders.</p> <p>Consult and liaise with Board and Committee Chairs and members on both operational matters and opportunities for service improvement.</p> <p>Consult and liaise with AHPRA program directors, managers and staff about Board and Committee operational matters and provide feedback to the AHPRA network, as appropriate, on matters arising from Board and Committee meetings.</p>
Governance advice	<p>Advise Board and Committee Chairs in relation to compliance, governance, risk and procedural issues to ensure valid and consistent decision-making in accordance with terms of reference, the Health Practitioner National Law, standards and guidelines.</p>

	<p>Develop and manage an appropriate induction program for Board and Committee members to ensure that all Board and Committee members are aware of their role and exercise their duties in accordance with the National Law and AHPRA policies and procedures.</p> <p>Provide governance and risk management training or instruction for WA office staff.</p>
Quality assurance and consistency	<p>Provide advice and contribute expertise to QA and consistency initiatives impacting Board Services activities across the national network.</p> <p>Sit as a member, and provide information and reports, on the WA Office Quality Assurance Committee.</p> <p>Conduct regular reviews of the work delivered by the Board Services team and provide feedback as required.</p> <p>Ensure the Board Services team adheres to templates, policies and established business processes and guidelines.</p> <p>Monitor and review the work of the team to ensure a consistent quality of service and work is delivered.</p>
Document management	<p>Provide advice and contribute expertise to document management procedures and arrangements which ensure the effective functioning of the Board Services activity.</p> <p>Coordinate the management of all documentation for use by Boards and Committees. This includes preparing agendas, ensuring the quality of the documentation adheres to AHPRA's style guide, the necessary content is included and agenda and accompanying papers are completed and suitable for distribution.</p> <p>Maintain electronic filing systems so that documents are stored appropriately in accordance with AHPRA records management policies, and are able to be easily retrieved for future reference and audit purposes.</p> <p>Coordinate the distribution of documentation to applicable parties within agreed and reported timeframes, using relevant technology and in the correct format.</p>
Projects	<p>Represent the state and territory board services function on national projects and to ensure that changes to policies and procedures can be applied to the function nationally.</p> <p>Provide reports and information to be included in the AHPRA and National Boards Annual Report.</p>
Mandatory Accountabilities for all Managers	
Our way of working	<p>Incorporate the AHPRA Way of Working into daily work practices.</p> <p>Comply with the AHPRA Code of Conduct and all other AHPRA policies and procedures.</p> <p>Adhere to and apply the information contained in any AHPRA mandatory or job related training.</p>
Workplace health & safety management	<p>Adhere to AHPRA's workplace health and safety policies and procedures.</p> <p>Take reasonable care for own and others health and safety.</p> <p>Identify and report any health and safety problem, hazard/risk or defect which may give rise to danger.</p> <p>Report any health and safety incident immediately and implement measures to rectify cause.</p> <p>Ensure you and your staff completes all mandatory or additional workplace health and safety training as required by AHPRA.</p>

	Follow any reasonable instruction by management in relation to workplace health and safety.
Customer service	Role model and lead employees to deliver a professional, proactive, accurate, efficient, and confidential and customer focused service to a wide range of internal and external stakeholders.
Self development	Participate in periodic performance appraisals. Complete agreed activities in performance improvement plans or development plans.
People management	Demonstrate leadership of team (and function) to deliver capability and consistency Provide advice and/or guidance to team members on the application of policy and procedures and provide agreed training Coordinate team priorities and activities

Key requirements

Key stakeholders	Qualifications / experience	Personal attributes
Internal National Director, Board Services State Boards and their committees National Committees and respective sub committees State and Territory Managers Board Executive Officers Statutory appointments team Regulatory operations staff in relevant State and Territory offices WA Board Services team members WA Legal Team Information Management team Corporate Services and Finance team External Government of Western Australia Department of Health Post Graduate Medical Council WA	Required Relevant post-secondary or tertiary qualifications combined with relevant work experience in a similar environment. Demonstrated experience managing an office providing secretariat functions in a complex environment (corporate or public sector) i.e. supporting boards, committees and sub committees. Prior experience coordinating and/or managing people and resources within a team or office. Ability to interpret and apply appropriate legislation, terms of reference, standards and guidelines is essential. Advanced MS Office skills, and other applications including database software, email and internet. Desirable Ideally have exposure to working within a regulatory body or legal service. Some familiarity and understanding of the Australian health system and/or prior experience having worked for a regulator would be advantageous.	Demonstrated ability to exercise judgment and resolve issues independently. Demonstrated ability to meet tight deadlines and to work in a changing environment. Well-developed communication skills, including writing of agendas, minutes and correspondence. Excellent interpersonal skills and ability to represent the Agency with senior stakeholders and deal appropriately with sensitive, confidential information. Demonstrated ability to establish and maintain effective office systems and high-level organisational and coordination skills. High level knowledge about AHPRA's purpose and context is vital - an understanding of how governments regulate in the public interest, consultation processes and probity issues.