

Regulatory Board Services Officer

Position no.	E11415	Work Area Profile	Board Services
Work Level Classification	Level 4	Directorate/Business Unit	Regulatory Operations
Reports to (role)	Territory Manager, Northern Territory	Location	Darwin
No. direct reports	Nil	No. of indirect reports	0
Version date	1 August 2019	Tenure	Ongoing, fulltime or part time

Work area profile

AHPRA provides policy advice and executive secretariat support to 15 National Boards, and to our state, territory, and regional boards and national committees.

Board Services staff across Australia are responsible for the provision of secretariat and governance support to the National Boards, their committees and other regulatory delegates to enable robust, harmonized decision-making aligned with agreed approaches to risk based regulation and our evolving decision-making environment. Timely, complete and accurate meeting support and record-taking services are provided for all meetings.

To deliver this service, Board Services works closely with National Board and committee Chairs and Executive Officers and liaises closely with staff across all directorates to ensure that members are supported in undertaking their decision-making roles within the National Scheme.

Board Services also has a portfolio responsibility for the development, management and delivery of the orientation and professional development program for Board and committee members and for Board effectiveness reviews.

Role purpose

Reporting to the Territory Manager, Northern Territory, the purpose of the role is to provide professional, informed secretariat and governance support to AHPRA Boards and Committees. This will include a focus on customer service and high performance. A key feature of the role is the ability to work across different teams as the business needs of AHPRA and its regulatory decision-making delegates evolve and change.

Key Accountabilities

- Record and/or manage decisions and actions from board and committee meetings, depending upon the nature of the meeting. This may include scheduling and/or attending meetings and taking accurate minutes, distributing outcomes to relevant parties in a timely manner and in a format that accords with the purpose of the meeting.
- Report on and follow up decisions and actions arising from board and committee meetings.
- Manage board and committee documentation. This includes preparing agendas and, in partnership with regulatory operations colleagues, ensuring that the content is relevant and complete.
- Assist with the management of all board and 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.
- Contribute to the development, review and continuous improvement of secretariat procedures and the broader function.
- Coordinate any necessary arrangements for meetings and associated activities. This includes room bookings, and ensuring appropriate technology is available depending on the nature of the meeting.

- Liaise with internal staff to ensure the availability of all facilities and equipment as required.
- Ensure documents are stored appropriately in accordance with AHPRA records management policies and can be retrieved easily for future reference and audit purposes.
- Establish and maintain effective relationships with key stakeholders internally and externally via phone, email and face-to-face.
- Respond promptly and courteously to stakeholder requests, collate and disseminate relevant information, resolve standard problems, escalate issues when required.
- Foster collaborative working relationships with board/committee chairs as appropriate.
- Other duties as directed by the Territory Manager, Northern Territory.
- **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;
 - 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	Elementary
	Generates and delivers the strategic vision	Elementary
	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Foundation
Collaboration	Builds constructive working relationships	Intermediate
	Communicates effectively	Intermediate
Achievement	Demonstrates accountability in delivering results	Foundation
	Uses information and technology systems	Intermediate
	Displays personal drive and integrity	Intermediate

Qualifications/experience

Qualifications/Experience	Required
Qualifications	Post-secondary and/or tertiary qualifications combined with relevant work experience advantageous
Experience	<p>Demonstrated experience in providing secretariat functions in a complex environment (corporate or public sector) ie. supporting boards, committees and sub committees</p> <p>Demonstrated ability to work closely with executive and senior managers and key external stakeholders</p> <p>Appropriate contemporary IT skills across common platforms</p>

Key relationships

Internal Relationships	External Relationships
National Director – Board Services	Board and Committee Chairs and members
Territory Manager, Northern Territory	
Regulatory Advisors and other Regulatory Operations staff	
Business Services Staff and IT Teams	
All National Board Services staff	