

# Executive Assistant to the National Director - Registration

## Role data

<b>Position no.</b>	E11563	<b>Work Area Profile</b>	Registration
<b>Work Level Classification</b>	Level 4	<b>Directorate/Business Unit</b>	Regulatory Operations
<b>Reports to (role)</b>	National Director, Registration	<b>Location</b>	Any location
<b>No. direct reports</b>	Nil	<b>No. of indirect reports</b>	Nil
<b>Version date</b>	17 October 2024	<b>Tenure</b>	Full-time ongoing

## 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](http://www.ahpra.gov.au)

In partnership with the National Boards, AHPRA's, Regulatory Operations Directorate, Registration division ensure only practitioners who have the skills and qualifications to provide safe care to the Australian community are registered to practise their profession. AHPRA publishes registers of practitioners (the public register) so that important information about the registration of individual health practitioners is available to the public.

## Role purpose

The Executive Assistant to the National Director is responsible for the provision of high level, executive support and coordination services to the National Director for the effective and efficient operation of the Registration function in first-line liaison, co-ordination, prioritization and management of tasks. The Executive Assistant also provides support to the National Registration Leadership Team (NRLT) for function wide activities and which involve engaging with registration teams across multiple locations.

## 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 National Director Registration in order to efficiently coordinate and manage their schedule and related activities, and support the National Director Registration to effectively execute their role, including:
  - including scheduling appointments & arranging meetings,
  - obtaining and collating relevant information, data and documents,
  - negotiating availability with stakeholders requesting appointments,
  - booking rooms, organising catering and venues for staff and/or stakeholder meetings and functions,
  - making travel arrangements and preparing itineraries
  - creation and management of financial requisitions/purchase orders for the function and credit card reconciliations
- 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.

- Effectively liaise or source advice, technical expertise and operational support for the National Director and NRLT including analysis of information to support a variety of projects and organisational reports.
- Actively coordinate information flow and information requests from within the function, the wider organisation and/or externally, and support the development of written communications ensuring quality standards are met, including drafting of correspondence and reports, where appropriate.
- Coordinate meetings and meeting papers for the National Director, including scheduling of attendees, agenda preparation, collation and distribution of papers and feedback, preparation and circulation of meeting minutes.
- Develop and maintain a positive rapport and effective working relationship with internal and external stakeholders.
- Recommend and implement changes and adaptations to improve efficiency, effectiveness and/or quality of outcomes for the National Director's office, including the identification of opportunities for improvement to systems and process
- Respond to stakeholder requests, collate and disseminate relevant information, resolve standard problems, escalate issues when required, and effectively prioritise responses to stakeholders.
- Manage documents effectively by organising files, keeping accurate records, 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.
- Coordinate and assist in the delivery of registration and/or regulatory operations projects as required.
- Produces high quality routine reports and presentations related to the management of the function 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 function.
- Actively participates in activities and demonstrate behaviours that are collaborative and enable a positive, team-based performance culture and staff wellbeing.
- Proactively support the National Director in monitoring the delivery of operational priorities and projects.
- 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
<b>Service</b>	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
<b>Collaboration</b>	Builds constructive working relationships	Intermediate
	Communicates effectively	Intermediate

<b>Achievement</b>	Demonstrates accountability in delivering results	Intermediate
	Uses information and technology systems	Intermediate
	Displays personal drive and integrity	Intermediate

### Qualifications/experience

Qualifications/Experience	Required
<b>Qualifications</b>	Diploma/Degree in Business Administration or equivalent and/or relevant experience.
<b>Experience</b>	<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 with in depth knowledge and experience of relevant software including Microsoft Office applications for email, word processing, presentations, 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 - Registration	Health profession associates
Registration Leadership Group	Government agencies, statutory authorities and peak bodies
Registration team members	Complaints bodies
Business Coordinators and other Executive Assistants	Employers and Education Providers
Finance team members	
Board Services team members	

