

Projects and Support Officer, Strategy and Policy

Role data

Position no.	E12349	Work Area Profile	Executive Management
Work Level Classification	Level 4	Directorate	Strategy and Policy
Reports to (role)	State Manager, NSW	Location	Sydney
No. direct reports	Nil	No. of indirect reports	Nil
Version date	March 2022	Tenure	Fixed Term – 6 months

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.

Strategy and Policy's purpose is to protect the public through whole of National Scheme strategy, policy, engagement and regulatory governance functions that are effective and responsive. The directorate provides high quality services that are national and run across the professions Ahpra regulates. Strategy and Policy work in partnership with National Boards and collaboratively with accreditation authorities and key partners.

Role Purpose

The Projects and Support Officer is primarily responsible for providing confidential project and administrative support to the NSW State Manager, as well as assisting with Strategy and Policy projects, as required. The role works in close collaboration with the national office Executive Assistant roles and with internal stakeholders from across the broader Strategy and Policy functional teams.

Key Accountabilities

- Provide confidential assistance to the NSW State Manager.
- Project coordination of strategy and policy and engagement projects in a dynamic environment, working in collaboration with internal and external stakeholders to ensure delivery.
- Undertake research to support delivery of engagement, strategy and policy projects.
- Draft correspondence, agency responses, briefing notes, PowerPoint presentations and other material.
- Actively collate and disseminate relevant information, resolve standard problems, and escalate issues when required.
- Review, develop and maintain reporting and administrative systems, policies and protocols.
- Provide secretariat support, where required, including assisting with preparations and follow up for meetings and taking accurate minutes and notes.

- Scheduling appointments, arranging meetings, booking rooms and resources, and organising catering as required.
- Organise travel arrangements, including bookings and preparation of itineraries.
- Manage documents effectively and efficiently by organising files, keeping accurate records, and version control.
- Develop and maintain effective and collaborative relationships with key stakeholders, both internally and externally.
- Respond promptly to stakeholder requests.
- Track and monitor regular reporting commitments within the team to ensure deadlines are met.
- Provide support in the management of the Sydney office, as required, as be the key point of contact in the absence of the NSW State Manager.
- 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.

Capabilities	Proficiency level
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	Intermediate
Builds constructive working relationships	Intermediate
Communicates effectively	Intermediate
Demonstrates accountability in delivering results	Intermediate
Uses information and technology systems	Intermediate
Displays personal drive and integrity	Intermediate

Qualifications/Experience

Qualifications/Experience	Required
Qualifications	Required Diploma/Degree and/or relevant experience.
Experience	<p>Demonstrated proficiency working in the delivery and/or support of complex projects.</p> <p>Some familiarity and understanding of the Australian health system and/or prior experience having worked for a regulator would be advantageous.</p> <p>Demonstrated ability to work effectively in a range of multi-disciplinary teams and manage competing priorities and deadlines.</p> <p>Demonstrated experience as a Project Officer, Executive Assistant or in a senior administration role in a complex environment (public sector or corporate).</p> <p>Demonstrated ability to exercise judgement and resolve problems proactively and independently.</p> <p>Well-developed communication skills, including writing agendas, minutes and correspondence.</p> <p>Excellent interpersonal skills and ability to represent the Agency with senior stakeholders and deal appropriately with sensitive, confidential information.</p> <p>Demonstrated ability to meet tight deadlines and to work in a dynamic and changing environment.</p>

Key Relationships

Internal Relationships	External Relationships
National Executive and their support staff	Government departments and agencies, statutory authorities
National Directors and their support staff	Health complaint entities
State and Territory Managers and their support staff	Health profession associations
Ahpra's Directorates	
Sydney office staff	