

Role description

Business Support Officer

Townsville

Department:	Strategic Operations
Location:	Townsville
Position type:	Full-time
Classification:	Level 5
Reports to:	Strategic Operations Team
Direct reports:	Nil

Our values

Collaboration

We work together successfully by valuing, appreciating, and contributing as a team. We build collaborative strategic partnerships for the good of our community.

Equity

We work in a fair and non-judgemental environment where all views and opinions are considered equally. We treat all stakeholders the same and work to reduce inequalities in health for the most disadvantaged.

Innovation

We support an environment that fosters creative, innovative, and solution-focused ideas. We work in partnership with our stakeholders and encourage new, innovative, and creative working to solve complex societal problems.

Integrity

We are open and transparent in our decision-making and deliver on our promises.

Respect

We encourage and give people the opportunity to communicate by listening, acknowledging, and appreciating what they have to say in a supportive and professional manner. We act in a professional manner at all times to build strong relationships even in the absence of agreement.

Access

We support better and timelier access to primary health care by working collaboratively with multidisciplinary teams. We consider the financial, organisational, physical accessibility and acceptability, and social or cultural barriers that limit the utilisation of primary health care services.



Role summary

The Business Support Officer is responsible for contributing to the efficient and effective functioning of the organisation, including supporting the functions of stakeholder engagement, event management, commissioning, and business administration.

Key responsibilities

Role specific

- As part of the Strategic Operations Team, contribute to the shared management of all administrative functions of the organisation, including reception, switchboard, mail, stationery, groceries, cab charges, fleet management, access card management, facility management, travel booking system support, and monitoring of generic inboxes.
- Provide stakeholder engagement support, including scheduling meetings and preparing meeting materials.
- Provide event management support, including developing flyers, scheduling events, engaging with stakeholders, managing all logistics, and supporting the smooth functioning of the event.
- Provide secretariat support at meetings as required, including contributing to the development of Terms of Reference, preparing agendas, taking minutes, and maintaining an action register.
- Provide administrative support as required to the team.
- Champion the application of the NQPHN Style Guide and support the team with the proofing and formatting of documents.
- Champion the utilisation of business systems, including the customer relationship management system and contracts management system, and support the team with data entry if required.
- Undertake routine financial administrative tasks including processing of invoices, reconciliation of credit cards, and contract administration activities in line with the Delegations Matrix.
- Actively contribute to a process of continuous quality improvement.
- Actively support the implementation of the Reconciliation Action Plan.
- Provide leave relief to other members of the Strategic Operations Team.
- Maintain the emergency equipment register, audit the first aid kit periodically, and liaise with emergency providers to ensure equipment is serviced to meet compliance regulations.
- Work effectively with the team to support the portfolio objectives.
- Maintain records in a systematic, confidential, and secure manner.

Organisation wide

- Committed to “One PHN” and working collaboratively and engaging purposefully across the organisation, including the offices, teams, and functions.
- Ensure “best practice” processes across all areas of responsibilities.
- Comply with the organisation’s policies and procedures.
- Ensure the safety of yourself and others in line with the organisation’s WHS policies and procedures and the Workplace Health and Safety Act 2011.
- Perform other duties reasonably required as directed.

Key selection criteria

- At least 2-3 years relevant work experience in an administration role.
- Excellent interpersonal and customer service skills, with high standard of professional presentation.
- Good written communication skills, with demonstrated experience in agenda preparation, minute taking, and correspondence preparation preferred.
- Good knowledge of the Microsoft Office suite and the ability to become proficient in other software programs as required.
- Well-developed organisational and problem-solving skills.
- A high level of attention to detail.

Other requirements

- Current Drivers Licence.
- Provide a National Police Check less than three months old.
- Be able to meet the requirements of a Working with Children (Blue Card) QLD if required.

Capability framework

NQPHN has a capability framework in place. This role has the following core competencies and expected levels.

Core competency	Standard
Teamwork and team leadership	<ul style="list-style-type: none">• Supports others in taking independent action.• Resolves issues that occur with minimal direction.• Invites and builds upon the ideas of others.• Assumes additional responsibilities to facilitate the achievement of team goals.• Actively shares knowledge among peers or offers advice to less experienced colleagues.• Effectively transfers acquired knowledge and expertise.• Demonstrates initiative in professional self-development.
Resource management	<ul style="list-style-type: none">• Manages the allocation of resources in relation to business needs.• Manages the work plan, sets timelines and milestones, and involves stakeholders to deliver on time.

Core competency	Standard
	<ul style="list-style-type: none"> Provides advice on procedures and the use of resources.
Flexibility and continuous improvement	<ul style="list-style-type: none"> Anticipates having to adapt work methods to changing technology and environments. Considers problems from all new perspectives and can expand on the thinking or solutions proposed by others. Adapts to new ideas and initiatives relevant to own area of work. Understands and promotes the Organisation's business needs and policies for introducing change. Is able to present the Organisation's priorities as they relate to own area of work. Explains and convinces others of the need for adaptation and change of policies, structures, and methods.
Stakeholder engagement and communications	<ul style="list-style-type: none"> Writes information coming from multiple sources in a logical and comprehensive, yet concise manner. Combines information from various sources in a concise and consistent manner. Makes sound use of graphics and tables to effectively present numerical data. Actively nurtures both formal and informal contacts to facilitate the progress of work by proactively sharing information, best practices and respective interests and areas of expertise. Identifies current or past contacts that can provide work-related information or assistance. Fosters two-way trust in dealing with contacts (e.g. maintains confidentiality regarding sensitive information).
Quality management	<ul style="list-style-type: none"> Gain an understanding of quality management systems, so effective feedback on limitations can be provided. Utilise quality management systems where provided by the PHN. Provide feedback to line managers on utility of quality management systems.
Strategic thinking and innovation	<ul style="list-style-type: none"> Provides a rationale for decisions, relating them to the overall goals. Able to work on strategic activities within the team, either across the whole or within particular areas. Actively contributes to strategic discussions. Understands the organisation's current and future role. Looks for opportunities for business improvement.
Governance and risk	<ul style="list-style-type: none"> Ensures governance arrangements are being met. Constructs formal reporting structures that are appropriate for successful partnerships. Refers to key healthcare benchmarks in making recommendations.

Core competency	Standard
	<ul style="list-style-type: none"> • Has a working understanding of the legal governance of engagement with public and service users. • Identifies and manages risk. • Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety. • Contributes to a safe workplace.
Project and program management	<ul style="list-style-type: none"> • Ensures a clear project scope • Develops effective project plans and cost schedules. • Calculates, relates and responds to variances in schedule and costs. • Ensures effective project reporting. • Effectively manages project change using appropriate change control techniques. • Able to identify major and minor tasks for projects using a broad range of complex and technical tools. • Manages relationships of internal and external resources and interfaces with other groups. • Can identify and mitigate variations, changes and conflicts. • Solves complex problems in own area even when not always clearly defined. • Resolves problems that may impact upon wider team/overall objectives. • Able to apply a broad range of complex, technical or professional risk tools in a wide variety of projects.
Commissioning	<ul style="list-style-type: none"> • Apply commissioning guidelines and framework. • Develop written, well structured commissioning that clearly sets out business requirements. • Monitor Commissioning processes to ensure they are open, transparent and effective. • Understand and participate in the commissioning process and ensure actions are inline with the framework.

This position description contains a limited summary of the most frequently occurring tasks and responsibilities. In practice the employee can and will be entrusted with various other tasks and responsibilities that may also be of vital importance to the performance of his or her duties. The employee will properly execute these tasks and responsibilities and will not limit themselves to invoke the tasks and responsibilities exclusively summarised in this position description.