Business Services Support Officer

Department:	Business Services
Location:	Townsville
Position type:	Full time
Classification:	Level 5
Reports to:	Business Services Executive Director
Direct reports:	Nil

Our values

	Values statements	Core commitments
Collaboration	We connect co-operatively across boundaries to share ideas and achieve our goals together. **'We work together'**	I will work co-operatively across teams to achieve outcomes. I will connect with others to build trusting relationships. I will share ideas, knowledge, and resources.
Leadership	We are empowered, inspired, and will step up to create a better future. **'We are all leaders'**	I will role-model positive behaviours. I will create opportunities to have a positive impact. I will take responsibility for contributing to NQPHN's culture and success.
Integrity	We hold ourselves to the highest standards of ethics and professionalism. **'We do the right thing'**	I will be consistently ethical and trustworthy. I will display high levels of professionalism at all times. I will represent NQPHN with pride.
Accountability	We own our actions, follow through on our promises, and live our values. **'We do what we say'**	I will follow through on my commitments. I will take ownership of my work and performance. I will be transparent and forthcoming with information.
Respect	We hear, acknowledge, and value all people and voices, finding unity in our diversity. **'We are considerate'**	I will actively seek out and value different perspectives. I will treat all people with appreciation, dignity, and courtesy. I will be culturally informed and sensitive.

ISO 9001 QUALITY

Role summary

The Business Services Support Officer is responsible for contributing to the efficient and effective functioning of the Business Services portfolio and providing diary management and administration support to the Business Services Executive Director (ED).

Key responsibilities

Role-specific

- Provide professional and confidential executive and administration support to the Business Services ED including effective travel and diary management.

- Provide stakeholder engagement support including scheduling meetings and preparing meeting materials (agenda setting and minute taking).

- Provide event management support including scheduling events, engaging with stakeholders, managing all logistics, and supporting the smooth functioning of events.

- Provide secretariat support at meetings as required including preparing agendas, taking minutes, and maintaining an action register.

- Provide tender minute taking for the Compliance and Procurement (CP) team during surge periods.

- Provide administrative support as required to the Finance, Information and Technology (IT), Risk, and CP Teams.

- 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 the processing of invoices (as directed), reconciliation of credit cards, and contract administration activities in line with the Delegations Matrix.

- Assist the Business Services ED with the International Organization for Standardization (ISO) audit and requirements required to comply.

- Actively contribute to a process of continuous quality improvement and update registers as required.

- Actively support the implementation of the Reconciliation Action Plan.

- Work effectively with the team to support the portfolio objectives.

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 Workplace Health and Safety Act policies and procedures and the Workplace Health and Safety Act 2011.

- Perform other duties reasonably required as directed.

Key selection criteria

- At least three to five 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	• 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	• 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. • Provides advice on procedures and the use of resources.
Flexibility and continuous improvement	• 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.

Core competency	Standard
	• 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	• 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	• Gains an understanding of quality management systems, so effective feedback on limitations can be provided. • Utilises quality management systems where provided by the PHN. • Provides feedback to line managers on utility of quality management systems.
Strategic thinking and innovation	• 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	• 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
	• 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	• Ensures a clear project scope. • Develops effective project plans and cost schedules. • Calculates, relates, and responds to variances in schedules 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	• Applies Commissioning guidelines and Framework. • Develops written, well-structured commissioning that clearly sets out business requirements. • Monitors Commissioning processes to ensure they are open, transparent, and effective. • Understands and participates in the Commissioning process and ensure actions are in line 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.