

## JOB DESCRIPTION FOR THE POSITION OF Business Support Officer

|                                  |   |
|----------------------------------|---|
| Incumbent:                       |   |
| Industrial Award or Agreement:   | South Western Sydney Primary Health Network Ltd. Enterprise Agreement 2020  |
| Classification:                  | SWSPHN Level 1  |
| Date Developed:                  | 01/06/2022  |
| Date Updated:                    | 13/08/2024  |
| Reporting Relationships:         | Quality & People Team Lead  |
| Supervisory Responsibilities:    | N/A   |
| Role Overview:                   | <p>The role is part of the Corporate Services team, which supports the achievement of organisational goals and objectives through robust operational systems, effective infrastructure and fostering high performance.</p> <p>This is a varied role, providing administration support across all areas of the organisation.</p>   |
| Qualifications and Requirements: | Tertiary qualifications in a relevant field, or equivalent work experience, or a combination of study and work experience.  |
| Required Skills and Experience:  | <p>Demonstrated experience in a varied administrative position, including meeting and event coordination, minute taking and secretariat duties.</p> <p>Demonstrated commitment to customer service and continuous improvement, as well as an awareness of ISO certification processes.</p> <p>Excellent computer skills (including Intermediate MS Office applications, data management systems, internet search engines, social media platforms).</p> <p>High level attention to detail and organisational skills including the capacity to set priorities and work to deadlines.</p> <p>Exceptional interpersonal skills and demonstrated ability to communicate clearly both verbally and in writing, and to maintain confidentiality.</p> |

## KEY DELIVERABLES

The following deliverables are shared across the Business Support team, with each team member working on a combination of general administrative support tasks as well as delegated areas of focus.

### 1. Program Support

- Provide proactive administrative and operational support to program managers, leads and their teams.
- Coordinate meetings and events and provide administrative support for SWSPHN's CPD calendar.
- Create, maintain and cleanse data records in SWSPHN's databases. Assist in the preparation of written correspondence ensuring adherence to the SWSPHN's Document Management Policy and Procedure and Brand Guidelines.

### 2. Meeting and Event Support

- Support the coordination of SWSPHN training, events, conferences and meetings both onsite and offsite, including:
  - o Booking of room
  - o Organising catering
  - o Meeting room set up and pack up
  - o Technology set up and troubleshooting, including raising requests with IT as required.
  - o Note: This may include some after hours and weekend work.
- Provide proactive secretariat support for meetings and committees as allocated, including preparation and distribution of meeting agendas and papers, coordination of action lists / minutes as required, process meeting attendance payments, and communicate with stakeholders in a timely and accurate manner.
- Coordinate the outsourcing of minute taking for agreed meetings and the sharing and distribution of documents as required.

### 3. Corporate Services and Facilities

- Front office responsibilities including:
  - o Manage the front desk as a professional first point of contact for staff and visitors ensuring SWSPHN's visitor policy is always followed.
  - o Maintain the corporate / executive / education office areas, meeting rooms and shared workplace facilities to ensure they provide a safe, clean and professionally presented environment.
  - o Handle incoming and outgoing correspondence.
  - o Send and receive deliveries.
  - o Assist with general enquiries.
- Provide administration and operational support to all areas of the business as delegated, including printing, scanning, timely data entry and maintaining accurate filing systems.
- Assist with communication to key stakeholders including answering enquiries over the phone and via email in a timely manner.
- Liaise with approved suppliers to maintain office supplies and resources as required. This may include stationery, cleaning and kitchen products, first aid supplies, name tags, outsourced printing, etc.
- Support content creation and maintenance of SWSPHN's Website, Intranet and Social Media sites.
- Work collaboratively as a member of the team, proactively offering support to other team members to assist with balancing workload and provide cover in times of absence.

### 4. ISO 9001/27001 Certification Support

- Support the ongoing implementation, review and continuous improvement of SWSPHN's QMS in line with ISO 9001:2015 and ISO27001 requirements for certification.
- Coordinate the cycle of maintenance and review of policies, procedures and forms, including consistent formatting of all required documentation.
- Support the internal audit process and roster.
- Support regular monitoring and follow up of various registers including stakeholder, continuous improvement, document register, internal audit register.

### 5. HR and WHS Administration

- Where required, support the implementation and maintenance of SWSPHN's HR systems and processes including recruitment, onboarding, training and development, employee letters and correspondence and general administration if required.

- Support the implementation and maintenance of SWSPHN's WHS systems and processes including first aid, emergency and evacuation, safety equipment maintenance, electrical testing and tagging, site safety inspections and risk assessments and training and advocacy for workplace safety.
- Deliver customer focused HR and WHS services by responding appropriately and in a timely manner to employee queries, escalating matters to the Quality & People Team Lead where appropriate.
- Support the Quality & People Team Lead with HR and WHS reporting and related projects as required.

## 6. Organisational Accountabilities

- Ensure adherence to workplace policies, procedures and systems.
- Enter and maintain up to date information and report on activities in a timely manner.
- Contribute to the quality management system and ongoing quality improvement activities.
- Participate in professional and performance development activities and remain up to date on current knowledge and skills related to the position.
- Represent SWSPHN on relevant committees as required.

## CORE CAPABILITIES

|                               |   |              |
|-------------------------------|---|--------------|
| Communicate Effectively       | Communicate clearly and respectfully, actively listen to others whilst keeping an open mind and respond with respect.                         | Foundational |
| Commit to a Customer Focus    | Deliver a high level of stakeholder satisfaction in line with organisational objectives by understanding and striving to exceed expectations. | Foundational |
| Learn and Adapt               | Show a commitment to learning and seeking new ways to grow and develop by being inquisitive and adapting to change.                           | Foundational |
| Embrace Technology            | Maximise efficiency and effectiveness through understanding and using available technologies.   | Foundational |
| Work Together Collaboratively | Build diverse and positive relationships, working together to achieve a shared goal.  | Foundational |
| Value Diversity               | Show respect for diverse backgrounds, experiences and perspectives.   | Foundational |
| Solve Problems                | Identify and implement solutions to close gaps preventing optimal service delivery to our stakeholders.                                       | Foundational |

## VALUES

Support and demonstrate the SWSPHN values:

- **Trust** – Maintain mutual respect for one another and act in good faith.
- **Empathy** – Gather insights and understandings of others' experiences.
- **Courage** – Strength to lead and innovate.
- **Fairness** – Make decisions free from bias and discrimination.
- **Integrity** – Behave honestly and accept personal responsibility for one's conduct.
- **Optimism** – Present a positive and constructive approach to future events.

## ACKNOWLEDGEMENT

As the incumbent of the position, I acknowledge the statement of duties, responsibilities and other requirements as detailed in this document. I acknowledge these are not intended to be an exhaustive list of the duties I may be required to perform, rather an indication of the kinds of duties that fall within the scope of the position. I acknowledge that the reporting structure may change over time, and it may affect this position.

Employee's signature: