

JOB DESCRIPTION

Local Title	Administration Support Officer (Job Rep Training, Recruitment and Events, OHS)
Branch	VIC Branch
Immediate Supervisor	Department Manager: Job Representative Training Coordinator Marketing and Events Manager OHS Unit Coordinator
Supervisory Responsibilities	N/A
Terms and Conditions of Employment	Contained in the current Australian Nursing & Midwifery Federation (Victorian Branch) (Staff and Council) Agreement
Classification	Industrial Secretary

ANMF (Vic Branch) Mission Statement (extract)

To engage with, advocate for and empower nurses, midwives and carers to maximize their influence over their professions, their working environments and the health care system for the benefit of their professions and the broader community.

All roles within the Branch exist to help achieve all elements of the Strategic Goals and Mission Statement 2018-2023 (as amended from time to time).

Overview

The Australian Nursing and Midwifery Federation (Vic Branch) is the largest union in Victoria and supports nurses, midwives and personal care workers, the latter predominantly in the private residential aged care sector. Our members are employed in a wide range of enterprises in urban, regional and community care locations in public and private health, community/primary healthcare and aged care sectors.

The core business of the ANMF (Vic Branch) is the representation and advancement of the professional, industrial and occupational health and safety interests of members. Additionally, the ANMF (Vic Branch) provides education and training services including nationally accredited qualification programs, short courses as well as continuing professional development (CPD) via in person and online modes for registered and enrolled nurses, registered midwives and personal care workers through the ANMF (Vic Branch) Education Centre.

POSITION SUMMARY

This position provides administrative support to a nominated team - OHS, Marketing and Events or Job Rep Training. A large component of these roles involves taking responsibility for the administrative aspects of training and events management.

To be successful in this role you will need excellent computer and communication skills, personal drive, integrity and the ability to work as a productive and collaborative team member. Whilst you will be flexible and responsive in supporting the administration needs of your team, you will also be responsible for your own workload. You need to be proactive and take initiative to look for ways to add value and improve the running of the team. You will also have the capacity, flexibility and willingness to perform administrative duties in any functional area of the ANMF (VIC Branch).

Examples of events conducted by the teams:

Conferences – both state wide and portfolio specific

Training Programs

Forums

Key Relationships for this role in each team:

OHS Team:

- Reporting to OHS Unit Coordinator
- Supporting the OHS Unit Coordinator and OHS Officers.
- Working with Branch staff.
- Dealing regularly with ANMF members..
- Venues, speakers, caterers and printers
- Employer management representatives

Recruitment and Marketing Team:

- Reporting to Marketing and Events Manager
- Supporting the Marketing and Events Manager, Events Officer, and Recruitment and Events team members.
- Working with Branch staff.
- Dealing regularly with ANMF members.
- Venues, speakers, sponsors, caterers and printers

Job Rep Training Team:

- Reporting to Job Rep Training Coordinator
- Supporting the Job Rep Training Coordinator and Job Rep Training Officer.
- Working with Branch staff.
- Dealing regularly with ANMF members.
- Venues, speakers, caterers and printers
- Employer management representatives

KEY JOB SPECIFIC RESPONSIBILITIES

1.	Provide administrative support to the nominated team.
2.	Coordinate and proactively undertake event management for the team, including for training and conferences. This includes: • Managing registrations and payments (invoices, receipts and refunds) • Attendance lists • Conference scheduling • Preparation of conference program, run sheets, MC notes, participant materials and presentation slides • Venue and catering bookings • Advertising (working with the Media team) • Managing and responding to enquiries from any relevant parties, including vendors, potential registrants and confirmed registrants • Identify and source guest speakers, acting as the point of contact for potential and confirmed speakers

	• Assist guest speakers and Branch staff in scheduling appointments, travel and accommodation and catering requirements • Upload all training and conference information onto relevant systems and launch on the ANMF website • Track and provide information to manager about budgets • Coordinate requests from traders, exhibitors, event partners and sponsors where relevant • Coordinate reimbursements for speakers and attendees where appropriate. • Set up training/event area in a timely manner (including AV, handouts and training materials) • Provide support as required during the event • Create, distribute and collate event evaluations.
3.	As required screen, monitor and process all incoming and outgoing correspondence, emails, calendar entries and phone calls proactively and in a timely manner for the team. This includes tracking and following up on responses required.
4.	Provide quality focused service to members, stakeholders and staff, always communicating effectively and appropriately when responding to enquiries.
5.	Photocopy, scan, print, collate, bind and file (paper or electronic) documents as required. Maintain filing systems.
6.	Schedule and organise meetings, visits and appointments for the team, including securing venue bookings, travel and accommodation bookings, updating calendars, preparing and sending appropriate notices and reminders and preparing any materials required.
7.	Assist with mail outs.
8.	Prepare, proofread and format documents and correspondence, including but not limited to reports, submissions to various external bodies, marketing materials, website content, publications, briefings, certificates and general correspondence.
9.	Manage stock levels of materials such as flyers and training resources.
10.	Manage team content on the ANMF website, ensuring all information is accurate and current.
11.	Undertake project work designed to assist the Branch to meet its operational and strategic objectives
12.	Take, type and distribute meeting minutes where required.
13.	Maintain calendars for team members to ensure they are up to date.
14.	Ensure comprehensive training and event records are entered, updated and maintained in all relevant databases, including pre and post program documentation.
15.	Use Membership information system to update member details, manage data, create education, events and run reports as required.
16.	Provide relief and assistance for Reception and other Administration staff where required, for e.g. lunch or morning/after tea breaks, ADOs, sick leave, annual leave, workload variations.
17.	Work flexible hours as required, with early starts or late finishes around particular events.
18.	Be familiar with and abide by Branch policies and procedures.
OHS Team only	

19.	Act as the point of contact for WorkSafe Victoria with regards to audits of the ANMF HSR training program. This includes trainer's audits, professional development for trainers, evaluation review and improvements, training updates initiated by WSV.
20.	Receive, collate and distribute notifications/online form entries and manage and maintain source information, e.g. Occupational Violence and Aggression notifications, conciliation list, legal referrals, course evaluations, etc.
21.	Creation of training schedule for the year, including liaising with relevant parties to confirm dates.
22.	Prepare updated training materials and all related documents, ensuring both hard copy and electronic training resources are current.
Marketing and Events Team only	
23.	Provide administrative and operational assistance during campaigns, to ensure the Branch's strategy is implemented on the ground. This includes but is not limited to coordinating member meetings, community meetings, protests, rallies and fundraisers.
24.	Assist Hospitality Officer– eg: bookings, catering orders, coordinating room set up and tech requirements, confirm access arrangements each week with Support Services Manager
25.	Provide assistance when required with external recruitment events
26.	Audio Visual training and technical assistance for conferences in the Carson Centre including use of the bio box.
27.	Provide additional assistance in the absence of the Events Officer and Hospitality Officer
Job Rep Training Team only	
28.	Creation of training schedule for the year, including liaising with relevant parties to confirm dates.
29.	Assist with, monitor and report on any Job Rep Online Module activity,
30.	Prepare and update training materials and all related documents, ensuring both hard copy and electronic training resources are up to date. This includes preparing and packing merchandise bags.
31.	Assist trainers by packing for training (including merchandise), and taking initiative to assist with any needs they may have for the duration of the training, whether on site at ANMF or remotely from regional locations.
32.	Review registrations to ensure all applications for training meet the specified criteria.

NON-JOB SPECIFIC RESPONSIBILITIES

1.	Positive Attitude and Enthusiasm Demonstrate a positive attitude and constructive approach, proactively looking for solutions to problems, new ways to add value and tasks that can be completed ahead of schedule. Be flexible and responsive to the changing needs and work volumes of the team.
2.	Ability to Work in Teams Actively seek ways to contribute constructively to the team and feel a sense of responsibility for the team's successes and failures. Keep key people informed of your work and the progress you are making on important tasks.

3.	Learning and Growth Demonstrate current knowledge of the ANMF, what it does and why. Continuously improve and upgrade your ability to do your job and prepare for future requirements. Proactively seek answers or guidance when you don't know how to complete a task that has been assigned to you. Seek out opportunities to develop yourself as a person.
4.	Contributing to Improvements in the Workplace Regularly assess how your work impacts members, key stakeholders and staff. Proactively contribute to the improvement of team and ANMF practices and processes.

SELECTION CRITERIA

1.	Experienced in providing administrative support to a team.
2.	Experience in administrative and coordination processes related to Event Management.
3.	Demonstrated advanced interpersonal and communication skills including: • Works effectively as part of a team • Exhibits well developed written and verbal (face to face and via phone) communication skills, including excellent grammar and spelling • Ability to represent the ANMF with credibility and professionalism • Communicates effectively with a wide range of people, at all levels of an organisation • Builds and maintains productive working relationships with a range of internal and external clients, members and stakeholders • Fosters collaboration and teamwork across the organisation.
4.	Demonstrated experience in dealing with customers, stakeholders or members in a professional, proactive and responsive way.
5.	Ability to work with minimal direction and supervision and seek further guidance as required.
6.	Demonstrated ability to prioritise work, effectively manage time and organise as required to successfully complete tasks, working under pressure and in an environment of competing priorities.
7.	Demonstrated ability to take initiative and willingness to take on new challenges and solve problems.
8.	Skilled in the following technology and software: • Microsoft Word (Advanced), including formatting documents • Microsoft Excel (Intermediate), including creating reports • Microsoft Outlook (Advanced) • Microsoft PowerPoint (Advanced) • MS Teams • Microsoft Publisher and/or PageMaker (Intermediate) • Above average keyboard speed and accuracy • Adobe Acrobat • Event Management programs • Database management applications • Website and intranet content management • Wufoo (desired, but not essential)
9.	Experienced in document design and layout and creating reports

10.	Ability to operate a switchboard, or willing to be trained to do so.
11.	Demonstrated attention to detail.
12.	Demonstrated commitment to a progressive trade union with participation from time to time in functions supporting the ANMF and its Mission Statement.