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|  | POSITION DESCRIPTION | PD241 | Office Administration Manager |
| | | Version | 1.1 |

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| POSITION TITLE: | Office Administration Manager |
| CLASSIFICATION: | Support Services Level 4 |
| INDUSTRIAL AGREEMENT OR AWARD: | HPSS Award |
| REPORTS TO: | Director – Corporate Services |
| DATE REVIEWED: | November 2018 |

POSITION OBJECTIVE:

The Office Administration Manager is responsible for assisting North Coast Primary Health Network (NCPHN) to meet Strategic and Business Plan outcomes by providing administration and coordination support.

KEY RESPONSIBILITIES:

- Both coordinate and provide administrative support as required, including room bookings, maintaining databases and membership lists, minute taking and supporting program areas, project staff and the Executive team as required by the Director Corporate Services
- Provide assistance with office IT issues as agreed with Manager Information Systems
- Supervise Receptionists and provide assistance with reception duties as required
- Ensure the office complies with legal requests and legislative requirements
- Provide localised induction of new staff and administration of employment documents to IT and PCWD
- With Finance team assist with data entry of invoices, asset register, use of credit card for office purposes and equipment loans
- Provide contract administration support for FOLIO Contract Management (as required)
- Contribute to site Risk Management planning and reporting
- Coordinate facilities and building maintenance, including liaising with landlord, obtaining quotes and coordinating maintenance works as required, and liaising with cleaning and facility contractors as agreed with Finance and Facilities Manager
- Assist in ensuring compliance with all corporate policies, such as Workplace, Health and Safety and the Code of Conduct, including contributing to the development of office procedures
- Arrange travel for staff members in line with Travel policy requirements (as required)
- Liaise with respective areas to coordinate the archiving of key document storage – hard copy and electronic

VALUES:

Compassion and Care

Fairness and Integrity






- Demonstrates a focus on the well-being of the consumer
Nurtures the personal and professional development of staff
- Holds self and others accountable for making principled decisions; addresses unethical behaviours head-on

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| Learning and Innovation | <ul style="list-style-type: none"> • Takes responsibilities seriously and consistently meets or exceeds the funding body’s expectations for quality, service, timeliness, budget management and professionalism • Proactively identifies and addresses the learning needs of staff and self • Seeks opportunities to identify program improvements and new ways of doing things |
| Openness and Transparency | <ul style="list-style-type: none"> • Provides honest, open and timely feedback to staff regarding their performance • Identifies all key internal and external stakeholders and maintains appropriate levels of communication with each |
| Enthusiasm and Optimism | <ul style="list-style-type: none"> • Models a positive approach to embracing opportunities and challenges • Creates a team atmosphere of confidence and positivity |

SELECTION CRITERIA – CAPABILITY FRAMEWORK

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|---|----------------------------|---|
|  | Personal Attributes | 1. Acts with integrity - supports a culture of professionalism and integrity; ensures compliance with legislation, rules, policies, and codes |
|  | Results | 2. Manages self – shows commitment to achieving work goals; is self-motivated 3. Delivers results - completes work to set deadlines and quality standards; uses initiative; contributes to ensure team goals are achieved |
|  | People Management | 4. Manages and develops people - communicates responsibilities clearly; aligns work to business needs; gives feedback, and supports others |
|  | Relationships | 5. Commits to client service - identifies and responds to client needs and cooperates with others to improve outcomes for clients 6. Works collaboratively – builds a supportive and cooperative team environment; shares information; supports others |
|  | Business Enablers | 7. Office administration capabilities - computer literacy with Microsoft Office, administrative support skills, and basic abilities in the areas of finance, purchasing, facilities management, HR administration, records and contract management |

SELECTION CRITERIA - OTHER

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|--------------------------------|---|
| Qualifications Standard | 8. Qualifications in business or office administration 9. Knowledge of and commitment to Work Health and Safety, Equal Employment Opportunity, and continuous improvement principles |
| Desirable | 10. Understanding of Primary Health Networks |

APPOINTMENT SUBJECT TO:

1. Completion of 100 point identification check
2. Criminal record clearance
3. Employee confirmation that they do not have a pre-existing injury or illness that would affect their ability to undertake the inherent requirements of this position
4. Current Class C Driver’s Licence

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PERFORMANCE INDICATORS:

To be established with the Manager within the 3 month probationary period.

ACKNOWLEDGEMENT:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

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| Name: | |
| Signature: | |
| Date: | |

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