

POSITION DESCRIPTION

ADMINISTRATIVE SUPPORT OFFICER



EMPLOYMENT OVERVIEW

Position Title	Administrative Support Officer
Employment Status	Ongoing
Time Fraction	22.5 to 30 hours per week
Date Reviewed	4 th March 2022

POSITION AT A GLANCE

Reports To	Executive Assistant to the CEO
Position Purpose	The Administrative Support Officer position's primary focus is providing a broad range of administrative support and coordination to the executive managers and various AMA NSW committees. A core requirement is ensuring the timely and accurate flow of information and correspondence to the relevant parties and adhering to confidentiality as required. Providing efficient and effective administrative support to the busy operations of the AMA office is a key contribution of this role
Staff reporting to Position	Nil
Extent of Authority	Nil
Internal Relationships	Works closely with the Executive Managers, Executive Assistant to the CEO and broader support team
External Relationships	AMA Committee Members, and External Stakeholders
Tenure & Performance	Temp/Casual engagement, subject to regular satisfactory performance reviews
Modern Award	Clerks – Private Sector Award 2010
COVID Safe	The incumbent will be required to operate within the guidelines and recommendations for a COVID Safe organisation
Work-Days & Hours	Monday to Friday, 9.00am-5.30pm – to be agreed
Flexibility Profile	<p>Fixed Position will work from the office for majority and must be able to work Friday's</p> <p>Flexible work options available (<i>tick those applicable</i>)</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Work from home (on case by case basis to be agreed with manager) <input checked="" type="checkbox"/> Flexible start/finish times <input type="checkbox"/> Job share <input type="checkbox"/> Condensed work week (e.g., 38 hours in 4 days) <input type="checkbox"/> Other, please specify

AREAS OF RESPONSIBILITY

Administrative Support to the CEO EA	<ol style="list-style-type: none"> 1. Work closely with the Executive Assistant to provide support for the efficient management of the AMA NSW CEO and President schedules and commitments 2. Prepare correspondence, presentations, collate reports and coordinate supporting documentation as required 3. Coordinate and compile a range of meetings including preparation of meeting and briefing papers 4. In the absence of the EA provide assistance as required
Administrative Support & Coordination to the Operations of Board & External Committees	<ol style="list-style-type: none"> 5. Provide support to a range of committees including HPC, Professional Issues Committee, Doctors in Training Committee, Council of General Practice, Ethics Committee & Governance Committee (MDO's) 6. Support includes: <ul style="list-style-type: none"> • Sending out and managing meeting invitations, attendee lists and apologies • Compiling complex meeting papers including agendas, supporting documentation and minutes • Organising meeting facilities and operations including virtual formats, room bookings and catering arrangements • Setting up for and attending meetings as required • Recording and maintaining records of attendance • Taking appropriate minutes, finalising and circulating within required timelines 7. Follow up outstanding action items as required 8. Ensure document management and filing is in accordance with AMA NSW protocols 9. Support adhoc committees or working groups as required
PA Support to the Executive Managers	<ol style="list-style-type: none"> 10. Provide a range of PA support services including diary management, travel coordination, preparation of correspondence, presentations and other documentation 11. Efficient management of email including filing 12. Organise team meetings for the Executive including overseeing schedules, agenda and meeting paper circulation and taking minutes 13. Follow up outstanding action items as required 14. Identify and implement opportunities for improving the support to the Executive managers 15. Reconcile expenses and credit cards for Executive managers 16. Administration of the Workplace Relations team roster
Support for Operational Areas	<ol style="list-style-type: none"> 16. Assist with and where required coordinate events for members or stakeholder organisations 17. Lead or participate in a range of business support projects across the organisation as required (e.g. facilities, marketing, administration etc) 18. Provide backfill and relief coverage for the reception functions including designated breaks and customer service coverage from 5.00pm-5.30pm daily 19. Provide support to virtual and face to face events including webinars, member training events etc 20. Ensure documents and record management is in accordance with AMA NSW protocols 21. Ensure enquiries or request for information are directed to the appropriate staffing area
Other Requirements	<ol style="list-style-type: none"> 21. Adhere to all organisational policies, procedures, standards and practices 22. Act only in ways that advances AMA NSW's objectives, values and reputation 23. Other duties, consistent with skills and experience, as directed by management.

SELECTION CRITERIA

To be effective in the role you must have:

	Required	Highly Desirable
Qualifications		<ul style="list-style-type: none"> • Certificate/Diploma level qualification in administration
Experience	<ul style="list-style-type: none"> • Previous experience and demonstrated record of providing administrative support to Boards and Committees • Previous experience providing administrative support to senior management • Demonstrated history of providing efficient and effective administrative support in a busy office environment • 	<ul style="list-style-type: none"> • Previous PA or EA experience • Previous administrative experience with governance protocols
Skills & Knowledge	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills • Well-developed written skills and ability to prepare reports and correspondence with attention to details • High level capability and commitment to providing excellent customer service and professionalism • High level capability and advanced proficiency with Microsoft Office applications • Demonstrated ability to develop and maintain effective relationships with co-workers and management • Ability to work to tight timelines with competing priorities 	<ul style="list-style-type: none"> • Demonstrated ability to provide first draft of correspondence • Advanced Microsoft Office skills

ABOUT THE ORGANISATION

The Australian Medical Association (NSW) Limited is an independent association representing the state's medical profession. As the state's peak medico-political lobbying body, AMA (NSW) is dedicated to providing its members with representation on a variety of medical issues, professional services and commercial benefits. The AMA (NSW) has membership across the state's geographical zones and the profession's speciality groups. By playing a pivotal role in the formation of public health and hospital policy, AMA (NSW) is in a strong position to represent the individual needs of members and their patients.

The daily affairs of the AMA (NSW) are run by a nine-member Board while its broader policy formulation is overseen by a 29-member Council consisting of doctors from across the state representing various specialities and geographic zones. A staff of around 30 is located at the AMA (NSW) St Leonards office to service the Association's day-to-day operations and provide services to our valued members.

MISSION

- *To advance the interests of the medical profession and their patients through effective advocacy;*
- *To uphold the integrity and honour of the profession;*
- *To provide support and services to its members in an efficient and responsive manner;*
- *To encourage the advancement of the health of the community.*

VALUES & CONDUCT

Employees are required to comply with AMA NSW Values. AMA NSW Values are:

Respect
Kindness/Compassion
Relationships
Integrity/Professionalism

The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all employees will embrace the AMA NSW Values and demonstrate these in their daily work. All AMA NSW employees are expected to:

- Participate fully in all performance appraisals, AMA NSW organised training, development and communication processes in accordance with the standards and frameworks adopted by AMA NSW
- Be aware of Work, Health and Safety responsibilities in the workplace, actively seek information and participate in appropriate training
- Provide appropriate information and on the job training to other staff and work collaboratively to achieve the objectives of AMA NSW
- Constantly strive towards continuous improvement in all outputs/performance on a team and individual basis
- Ensure that best practice is integral to everything you do
- Deal positively with change as part of normal business operations
- Ensure that member needs are central to the performance and delivery of your role

HOW TO APPLY

If this opportunity is for you then further information about the role can be found at www.amansw.com.au. Further information can be obtained from directing an email to kate.pendergast@liquidhr.com.au or call 0419502647 to discuss further.

A current resume and covering letter outlining your ability to be successful in the role can be emailed to kate.pendergast@liquidhr.com.au. Don't delay to apply as a suitable candidate may be appointed prior to the application closing date. Please note only successful applicants will be contacted.