

Position description

Position	Office Management Administration Officer – People, Culture and Communications		
Purpose	As a member of the People, Culture and Communications (PCC) team provide high quality office administration support and efficient service to the PHN to support key business functions		
Salary Band	5		
Approval date	30 April 2025	Approved by	Sam McGilvery

Brisbane North PHN

Our vision is a community where good health is available for everyone.

Brisbane North PHN supports clinicians and communities in Brisbane's northern suburbs, Moreton Bay Regional Council, parts of Somerset Regional Council and Norfolk Island. It covers approximately 4,100 km² of urban, regional and rural areas, with a population of over one million.

We are one of 31 Primary Health Networks across Australia.

We work with local communities, consumers, carers, health professionals, hospitals and community providers to understand our community and their needs. We then engage stakeholders to design and commission programs and services to meet those needs.

Our PHN's goals:

- Be informed and led by community
- Facilitate care closer to home
- Address health gaps and inequities
- Transform and connect primary healthcare
- Drive organisational excellence.

The PHN's values:

- Collaboration: We build strong and enduring relationships to achieve our shared goals
- Diversity: We are inclusive, fair and responsive to different needs
- Integrity: We are transparent, respectful and work to the highest standards
- Courage: We lead new approaches, learn and improve
- Impact: We deliver outcomes for our community.

Key outcome areas

To ensure the organisation works effectively to achieve its annual business plan, each team member has responsibility for a range of activities and outcomes. These activities and outcomes are reviewed once a year formally and on an ongoing basis informally with team members and managers.



Role-specific

- perform tasks independently in a proficient and timely manner to maintain our key business processes including relevant inboxes. Tasks will include support for HR, Communications, WHS, Quality, Facilities management and Executive support.
- provide high-quality administrative support and assist the Executive Assistant to Executive Managers and PCC Team with various tasks, including (but not limited to) data entry, document management, report preparation, meeting organisation, diary management, and invoicing, ensuring efficient and effective operations
- deliver on the Office Management schedule including the coordination of fire safety, oversight of regular maintenance and liaising with Centre Management in conjunction with the Executive Manager People, Culture and Communications
- provide support for recruitment and onboarding including induction and completion of employment processes, maintaining HR records systems as required
- provide reception oversight, answer telephone inbound calls and actively contribute with office management and broader PSO matters including the coordination of external contractors, receiving guests and maintenance issues
- provide support and ongoing assistance to the Executive Assistant to Executive Managers and staff in processes, procedures and the use of systems that support our Quality Management System
- contribute to the effective maintenance of the office by monitoring amenities to ensure the tidiness of common areas and meeting rooms
- order stationery and office supplies and maintain the general office supplies for the organisation, including reconciling relevant accounts
- provide high quality administrative support to other teams when required when directed.
- fully participate as part of the broader organisational administration team including regular administration meetings and coordinating and providing reception relief where required.
- coordinate office catering and supply orders: Manage and place orders for Coles and other necessary catering services, ensuring the office is stocked with essential items and ready for meetings or events.
- handle professional development and travel arrangements/bookings in line with organisational policies.

General

- Regularly attend team and staff meetings
- Contribute to the pursuit of excellence through promoting and maintaining positive team spirit and organisational values, abiding by the organisation's Code of Conduct and Leadership Capability Framework, implementing all policies and procedures correctly and recommending quality improvements
- Communicate effectively and respectfully with all members of the organisation and external stakeholders
- Record all interactions in ChilliDB and other program and project databases on time, ensuring that information is relevant, accurate, up-to-date and accessible by other team members
- Comply with reporting requirements as directed by your manager
- Deal with sensitive information in a confidential and professional manner
- Complete other reasonable duties and projects as required to meet organisational objectives

Reporting relationships

Relationships

Reports to: Executive Manager People, Culture and Communication

Direct reports: None

Level of delegation

(Per Delegation Matrix – CEO to staff)

Level 3 – All other staff

Key selection criteria

Within the context of the key outcome areas described above, the ideal applicant will demonstrate the following:

Qualifications and experience

- qualifications/ demonstrated experience in the provision of high-quality administrative support including reception, taking minutes and diary management in a computerised work environment
- exemplary interpersonal skills with an energy for providing service, including experience dealing with confidential and sensitive information in a professional manner
- Ability to team with peers to deliver a consistent service
- experience in providing proactive and efficient administrative service to a team including supporting office management
- significant experience in initiating, prioritising, negotiating, organising, and completing tasks in a complex and busy environment with minimal supervision as well as the ability to respond to changing priorities
- ability to work autonomously and as part of a team to drive continuous improvement
- the ability to show initiative, work independently and to anticipate the requirements of a busy office environment
- minimum of intermediate skills in Microsoft Word, Outlook, Excel and PowerPoint
- knowledge of human resources and/or healthcare or ability to acquire that knowledge quickly is highly desirable.

Capabilities

The Brisbane North PHN Leadership Capability Framework applies to all roles within the organisation. Applicants must address these capabilities.

- leads self – self-aware, proactive and adaptable; takes personal development opportunities and is resilient
- engages others at all levels with respect, collaboration and cultural sensitivity
- achieves outcomes in a high demand work environment with judgment and initiative
- drives innovation - contributes to our culture of continuous quality improvement
- shapes systems - works productively within internal and external systems and networks
- bases decisions on available evidence.

Other

A current driver's licence is desirable and use of a personal vehicle may be required, including travel between workplaces. Work-related mileage will be reimbursed at relevant rates.

You may be required to work flexible hours. The role may include evening/weekend commitments for which time off in lieu is provided.

(Please note: This position description is subject to adjustment within reason and in consultation with your manager to meet the deliverables of the organisation.)