

## Position description

<b>Position</b>	PCC Support Officer – People, Culture and Communications		
<b>Purpose</b>	A member of the People, Culture and Communications (PCC) team provide high quality administrative support and efficient service to the PHN to support key business functions		
<b>Salary Band</b>	6		
<b>Approval date</b>	23 August 2024	<b>Approved by</b>	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 km<sup>2</sup> 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 delegated tasks as required to support and maintain our key business processes including HR, communications, WHS, Quality, Facilities management and Executive support.
- provide high-quality administrative support - assist the Office Manager 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
- support staff recruitment and onboarding including induction and completion of employment processes, maintaining HR records systems
- provide reception support, answer telephone inbound calls and assist with office management matters including the coordination of external contractors and maintenance issues
- contribute to the achievement of the PCC objectives
- 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 for the organisation
- provide high quality administrative support to other teams when required with the approval of your manager
- fully participate as part of the broader organisational administration team including regular administration meetings and coordinating and providing reception relief where required.
- monitor and manage office and information mailboxes: Regularly oversee incoming emails, prioritise messages, and take appropriate actions to ensure timely responses and follow-ups.
- 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: Business Administration Lead – People, Culture and Communications

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
- 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 and to anticipate the requirements of an executive management team
- 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.)