

Position title	Administration Officer
Business unit	Corporate Services Unit
Classification	Level 3
Accountability	Senior Manager Corporate Operations
About Capital Health Network As the ACT's Primary Health Network (PHN), Capital Health Network (CHN) aims to integrate health care in the ACT region, promote health equity and improve health outcomes. We address community needs by collaborating with consumers, funding organisations, health professionals, community partners and other key stakeholders to improve health outcomes. We are unique in our ability to support general practice and more broadly, to design services that fill gaps and deliver lasting improvements to the value and quality of ACT health services. Capital Health Network values and Competency Framework Respect: We engage respectfully, listen and respond Inclusion: We embrace diversity of thought and bring together a range of voices to inform our work Collaboration: We build and invest in strong and enduring relationships, focused on shared goals. Accountability: We act with integrity, are transparent, encourage feedback, and report back to our community Adaptability: We are adaptive and flexible in the way we respond to community health needs. We empower our staff, service providers and partners to innovate and adapt to deliver outcomes.	
Responsibilities	
Primary purpose of position	The Corporate Operations Team sits within the Corporate Services Unit and comprises of Human Resources, Information Technologies, Quality, Risk and Compliance, facilities, office coordination and corporate support. The Administration Officer works within the Corporate Operations Team to support administration and office coordination activities for Corporate Operations and across Capital Health Network.
Duties	1. Provide a high level of internal customer service across a range of Corporate support activities. 2. Support and coordinate Corporate Operations administration including: a. Development of new processes and process improvement. b. Managing the main phone lines and email inboxes c. Greeting visitors d. Data entry and updating registers e. Document management and formatting f. General accounts and invoicing administration g. Coordinate office security and access control h. Calendar management and meeting scheduling i. SharePoint and other system administration 3. Coordinate and administer corporate contracts and suppliers, communications with suppliers and support delivery of planned service activity. 4. Support and coordinate employee events, bookings, catering and facilities. 5. Coordination and administration of activities such as conference, employee flights, ride share, hire cars, accommodation and professional development bookings. a. Provide administration support to programs and projects, where required.

	6. Provide executive support and diary management, where required. 7. Provide secretariat services to internal and external meetings, as required. 8. Contribute to, coordinate or lead projects as required. 9. Other duties as required consistent with the position classification.
Competencies	
Role Competencies	Qualifications: Minimum completion of Certificate III in Administration with work related experience, or an equivalent combination of experience in a similar administration position and training relevant to administration. Technical/specialist skills: 1. Demonstrated ability to develop and maintain effective relationships with key internal and external stakeholders. 2. Strong demonstrated administration skills across a range of administration activities. 3. Proven self-management skills with a strong ability to apply sound judgement to produce planned outcomes. 4. Strong ability to be well organised, successfully multi-task and managing competing priorities. 5. High level of written and verbal communication skills, including the ability to interpret and respond to a range of stakeholder requests. 6. Demonstrated secretariat support skills and capabilities. 7. Demonstrated ability to conduct desk top research, source information and apply sound analytical and troubleshooting skills. 8. Demonstrated skills in MS Office, SharePoint, CRM systems and a range of software and systems including use of stakeholder/customer databases. 9. Demonstrated strong skills in formatting and document reviews using a range of office tools to deliver high quality, well formatted and accurate work. Experience and knowledge: 1. Strong demonstrated experience developing and improving administration processes using contemporary systems and processes. 2. Strong administration experience in a range of administration activities using a high level of attention to detail. 3. Demonstrated engagement, presentation and communication skills with a willingness to contribute to delivering a range of activities to CHN staff. 4. Demonstrated ability to deliver accurate work and well thought out solutions to problems using curiosity, pragmatic thinking and a range of resources available. 5. Demonstrated ability to work collaboratively, cooperatively and effectively as part of a team. 6. Proven ability to take ownership and management of resolving issues and take follow up or remedial actions, where required. 7. Strong ability to work autonomously to deliver routine and at times complex work to schedules and deadlines.
CHN Competencies	<i>Strategic thinking:</i> We use our foresight and environmental awareness to add value. <i>Resourcefulness:</i> We generate evidence-based solutions. <i>Relationship Management:</i> We invest in strengthening internal and external relationships. <i>Data Literacy:</i> We navigate data systems and protect data assets. <i>Cultural competence:</i> We understand, appreciate and cooperate with all cultures and beliefs. <i>Embracing ambiguity:</i> We rise to the challenge of uncertainty and the unknown. <i>Leading:</i> We each play a leadership role.