

## Position Description – Operational Support Officer

Updated 9 October 2024

POSITION DETAILS	
College/Portfolio	College Medicine and Public Health
Organisational Unit	Discipline of Rural and Remote Health
Supervisor (Title)	Executive Officer, Rural and Remote Health
Classification	Higher Education Officer Level 5
Employment Type	Fixed-term, Full time

POSITION SUMMARY
<p>Under general direction, the Operational Support Officer will provide accurate, efficient and timely operational and administrative support to the members of the Rural and Remote Health (RRH) executive and leadership team as part of the Operational Support Team</p> <p>The position will be responsible for managing calendars, organising meetings and providing executive support to allocated RRH executive staff, undertaking executive support for a range of committees and contribute to continuous improvements in systems, processes and service delivery.</p> <p>The position will be based at the Darwin Casuarina campus.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</p> <ul style="list-style-type: none"> <li>demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred;</li> <li>contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor;</li> <li>promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;</li> <li>perform their responsibilities in a manner which reflects and responds to continuous improvement; and</li> <li>familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies.</li> </ul> <p><i>Northern Territory Government legislation (the Care and Protection of Children Act 2007) now requires all individuals in child related employment or whose duties involve, or are likely to involve, contact with a child, to hold a valid 'Working with Children Clearance' (Ochre Card). This position involves child related work and is assessed as requiring a Working with Children Clearance/Ochre Card.</i></p> <p><i>A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.</i></p> <p><i>Staff working in a health care setting are required to be fully vaccinated against COVID in line with the NT Health policy.</i></p>

### KEY POSITION RESPONSIBILITIES

The Operational Support Officer is accountable for:

1. Providing a wide range of administrative support services to the RRH leadership team including:
  - responding to enquiries in a confidential and culturally sensitive manner.
  - researching and providing advice and information on a range of matters
  - drafting correspondence, background material, notes and presentations to meet deadlines;
  - maintaining and retrieving records in a confidential and timely manner
  - managing information and producing accurate and timely reports as required.
2. Provide a range of support services to the RRH executive in a timely and effective manner, including managing calendars, organising meetings and providing executive support as required.
3. Undertaking an executive support role for relevant committees and meetings by drafting and preparing agendas and associated papers, distributing minutes in a timely manner and following up on meeting outcomes without direction.
4. Assisting in the preparation of material for presentation at conferences, meetings, workshops and committees and organising travel as required.
5. Assisting with special projects including but not limited to event coordination, international guests' itinerary and community engagement activities.
6. Identify and contribute to continuous improvements in systems, processes and service delivery, participating in learning and development activities and effectively collaborating with all staff to ensure a positive workplace.
7. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

### KEY POSITION CAPABILITIES

- Completion of a degree, or equivalent combination of relevant work experience and/or education and/or training.
- Effective to well-developed written communication skills with capacity to prepare correspondence, agendas, minutes, briefs and other documents and respond to enquiries confidentially and autonomously.
- Effective to well-developed interpersonal and oral communication skills and the ability to relate to a wide range of staff at all levels.
- Demonstrated commitment to high quality outcomes, including an attention to detail, the ability to research and collate information from a wide range of sources, and an ability to relate tasks to the wider context.
- Experience in providing administrative services, including an ability to use judgement, initiative and confidentiality to support the activities of Senior Management.
- Informed problem-solving capabilities and the ability to work with general supervision to determine and prioritise tasks and meet deadlines.
- Sound knowledge of contemporary administrative systems, software and practices, and an ability to interpret and apply a range of relevant policies and procedures within a large and complex organisation.