

POSITION DESCRIPTION – PROFESSIONAL STAFF

ECU's purpose is to transform lives and enrich society through education and research
 Values: Integrity, Respect, Rational Inquiry, Personal Excellence.



Position Title:	Centre Officer	HEW Level:	HEW 4	*HR Endorsed:	HRAM	Date:	August 2017
Business Title:	Centre Officer	Position No:	22010	Reporting To:	Business Manager		
School/Centre/Office:	Kurongkurl Katitjin	Business Unit:	Australian Indigenous HealthInfoNet	*HR Delegation Approval:	Head of Centre		

*This position description has been reviewed and evaluated (HR Endorsed) and is an accurate description of the requirements of the position (HR Delegation Approval)

Special conditions attached to this position:

Role Statement:

This position is responsible for providing timely, efficient and effective administrative support to the Centre's staff, clients and visitors.

Context

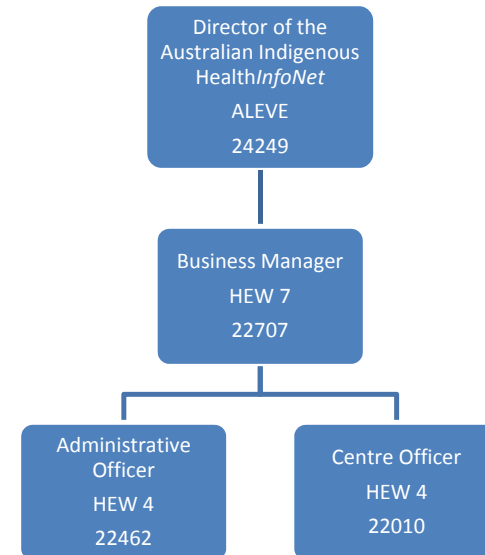
The Centre, the Australian Indigenous HealthInfoNet (HealthInfoNet), is an innovative organisation that informs practice and policy in Aboriginal and Torres Strait Islander health nationally by making research and other high quality health related information readily and freely accessible, mainly via a website at: www.healthinfonet.ecu.edu.au.

The HealthInfoNet is an ECU Level II Research Centre located within Kurongkurl Katitjin, the Centre for Indigenous Australian Education and Research.

The Centre Officer delivers a full range of routine administrative support services to the Centre's staff, clients and visitors. This role may provide support across any or all aspects of the Centre's administrative requirements, and may support one or more staff and their clients/visitors.

Whilst most aspects of this role are routine in nature, this role may be required to undertake project work commensurate with the HEW level, and/or may be required to supervise others.

Organisation Chart



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ACCOUNTABILITIES	CAPABILITIES
<ol style="list-style-type: none"> 1. Contribute to the achievement of the Centre’s objectives through the provision of a full range of administrative support activities to the Centre’s staff, clients and visitors. This includes but is not limited to: finance, procurement, staffing, marketing, engagement, record-keeping and other administrative functions relevant to the Centre; and includes completion of administrative tasks directly, by providing information and support to others and by referral to others where appropriate. 2. Undertake minor projects related to aspects of administration, organisational promotion or support, as required or allocated by supervisor, to meet an identified need in the Centre. 3. Contribute to the continuous improvement of services to the Centre and its staff through active participation in process review initiatives, the sharing of relevant and applicable knowledge and the training and mentoring of new staff. 4. Employees are required to participate in all ECU, team, and individual planning activities; comply with ECU policies and practices in all aspects of their work and conduct; and ensure the safety and wellbeing of themselves and others by complying with OSH and EO requirements. 	<ol style="list-style-type: none"> 1. Qualifications: Completion of Year 12 with subsequent experience or equivalent level of expertise gained from a combination of experience, training or professional accreditation. 2. Experience: Experience in providing administrative support within a large organisation. 3. Customer Service: Identifying and developing positive working relationships with internal and external customers that are built on trust and integrity. Involves understanding the importance of customer service, listening to and understanding the needs of internal and external customers and exceeding customers’ needs to ensure satisfaction. 4. Communication Skills: The ability to organise and present information, views and concepts in a concise, understandable and interesting format for a variety of audiences, from the organisations internal and external communities. Involves determining the most appropriate format and vehicle for delivering information to ensure the audiences understanding of the message and its intent. 5. Interpersonal Skills: The ability to work cooperatively with others to accomplish joint tasks and common objectives. Involves building positive working relationships with others and avoiding “win-lose” confrontations and a focus on preserving and strengthening the ongoing relationship. Showing respect for others’ views and opinions by listening to and discussing these options even if they differ from your own. 6. Individual Planning and Self-Management: The ability to plan and organise own work to maximise the use of time, avoid unnecessary effort and meet deadlines. Includes time management skills, the ability to handle multiple priorities or assignments and to determine when it is necessary to involve others to meet work requirements.