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| Position Title & Classification: | Operations Support Administrator (Administration Officer Grade 1) |
| Department: | Corporate Services |
| Employment Status: | Permanent Part Time (0.4 - 0.6FTE) |
| Enterprise Agreement: | Palliative Care South East Health Professionals and Support Services Enterprise Agreement 2019 |
| Position Reporting to: | General Manager Corporate Services |

Palliative Care South East (PCSE) provides specialist health care for people living at home with a life-limiting illness.

Our vision is to bring people and services together to create a sustainable network that increases access to high quality care for those approaching end of life.

PCSE Mission

We provide comprehensive, collaborative, integrated care and specialist support.

PCSE Values

Our Values – Responsiveness, Empowerment, Collaboration and Kindness – stem from a set of principles and beliefs with their foundations in our community and the broader palliative care movement.

Certain behaviours flow from our commitment to these values and together they enhance our workplace culture and inform our expectations of new employees.

Position Statement

The Operations Support Administrator plays an integral role in day-to-day operations of the workforce and supports the General Manager, Corporate Services.

Working within a busy and fast paced environment, the role will function effectively as both an individual and a member of a team. The incumbent possesses excellent communication skills with a high attention to detail and has the capability to manage competing priorities.

Key Selection Criteria

Qualifications

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| <i>Essential</i> | <ul style="list-style-type: none"> Tertiary qualifications in Business Administration or related field, or working towards Satisfactory Police Check and evidence of the right to work in Australia |
| <i>Desirable</i> | <ul style="list-style-type: none"> A current, Full Drivers' licence for the State of Victoria |

Skills, Knowledge and Experience

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| <i>Essential</i> | <ul style="list-style-type: none"> Experience in administration support Excellent communication, customer service and people skills to manage sensitive and confidential situations and information Exceptional attention to detail Superior Microsoft Office skills Knowledge of trouble-shooting basic issues with personal computers & mobile phones |
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Accountabilities

| <i>KPI</i> | <i>Key Accountabilities</i> |
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| <i>General Administration</i> | <ul style="list-style-type: none"> Actively contribute to the Corporate Services team to undertake admin duties as and when required Support the General Manager Corporate Services with ad hoc projects |
| <i>Fleet</i> | <ul style="list-style-type: none"> New vehicle commissioning – adding into systems Old vehicle returns – liaising with vehicle dealers Car washing organisation – liaising with PCSE Volunteers Fleet software maintenance & reporting – reviewing systems Key control systems – maintenance of key register Coordinate insurance / warranty repairs and maintenance – liaising with PCSE Management Accountant & local workshop suppliers |
| <i>IT/Mobile Phone Support & Stock Control</i> | <ul style="list-style-type: none"> Provide internal PCSE internal helpdesk for IT equipment and mobile phones Maintain server room stock and stock list Laptop /Mobile WFH equipment log and audit |

All PCSE Staff

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| <i>All PCSE staff are expected to:</i> | <ul style="list-style-type: none"> Demonstrate behaviours and attitudes consistent with the PCSE Mission, Values and Code of Conduct Demonstrate respect and courtesy in their interactions with others Comply with legitimate management directives at all times |
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- Adhere at all times to PCSE policies and procedures
- Comply at all times to the legal and professional obligations and requirements applicable to PCSE
- Actively participate in continuous improvement, risk management and quality assurance activities
- Maintain professional demeanour and appearance, and represent the organisation in a positive manner throughout the period of employment

I have read the above position description. I understand the accountabilities of the role and agree to comply with the requirements of this position.

Staff Member Signature: _____

Print Name: _____

Date: _____

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