Administrative Assistant, Training

Position Description
Permanent or Fixed Term Appointment (12 months or greater)

Position: Administrative Assistant, Training
Department: Education and Training
Position Status: 12 Month Fixed term, part time (0.6 - 0.8 FTE negotiable) Maternity Leave Replacement
Operational Report: Manager, Training and Continuing Medical Education (CME)

Primary Objective:
This position is responsible for the provision of administrative support primarily for the RANZCP Training team. Support will also extend to the CME team and, as required, to the Assessments teams. Duties include, but are not limited to: data entry, filing, document control, the provision of information and advice to relevant stakeholders and team members, assistance with supporting relevant committees and relief reception duties.

KEY DELIVERABLES & ACCOUNTABILITIES

General office duties
- Attending to general administration tasks associated with records management including filing
- Administrative support for the training team
- Adhering to policies and procedures
- Reception duties, as required.

Trainee database/Records administration and reporting
- Ensuring trainee data entry is timely and accurate
- Interrogating database and trainee files as required
- Maintaining processes related to database administration systems
- Monitoring and maintenance of IT systems.

Website and document control
- Monitoring and maintaining document control systems and the education components of the College website.

Provision of advice and information
- Providing clear and accurate information and advice as appropriate regarding trainees, trainee applicants and College Fellows by telephone and/or in writing.

Committee support, as required
- Plan, organise and co-ordinate meetings times and advise attendees within the required timeframe
- Ensure that agenda items are coordinated, prepared and distributed within the required timeframe
• Coordinate the submission of key documents to ensure all relevant information is provided prior to meetings
• Providing administration support to training committees including event coordination as required.

File and database management
• Set up and maintenance of general office management systems, including filing systems and databases, as per College Policy
• Establish hard copy and electronic filing (where appropriate) of general correspondence, financial records, papers and other confidential materials, as per College Policy.

RELATIONSHIPS
• The effective performance of the position requires that harmonious and productive working relationships are developed and maintained throughout the (insert department) and across the professional and administrative structure of the College, and with external stakeholders.
• This position reports to the Manager, Training and CME

Internal relationships
• Manager, Training and CME
• General Manager, Education and Training
• College committees, subcommittees and working groups
• College Fellows and associate members
• College staff

External relationships
• Relevant external stakeholders

EMPLOYEE EXPECTATIONS

Corporate citizenship
All employees are expected to contribute to the development and maintenance of the College as an organisation. This includes:
• Using resources responsibly and supporting the College’s conservation measures
• Maintaining standards of ethical behaviour and practice
• Meeting the College’s performance standards
• Participating in corporate development initiatives.

Employer and employee relationship
The College has shared responsibility for maintaining good employer/employee relationships. This includes:
• Acting in a manner which ensures a safe and healthy working environment at all times
• Focusing individual efforts on achieving the College’s objectives
• Raising and addressing issues of concern promptly
- Reaching a performance agreement between a staff member and their manager containing a specific expectation annually or other time frame as appropriate
- Having the ability to build effective relationships, work collaboratively and consultatively within a small team environment, with other College staff, Senior Officers of the College, Fellows, Chairs of relevant committees and working parties, as well as external agencies
- Demonstrating the capacity to work independently with minimal supervision, as well as collaboratively within a team.

**Client and stakeholder commitment**
All employees are responsible for striving to continuously improve service quality. This includes:
- Taking the initiative to meet and exceed the needs of the client stakeholder
- Involving the client/stakeholder in defining expectations around the nature of the services to be delivered and the timeframe
- Keeping the client/stakeholder informed of progress
- Following through on actions and queries
- Following up with the client/stakeholder on their satisfaction with the services.

**Professional development**
As the business of the RANZCP Office of the President and CEO develops, the responsibilities and functions of positions will change. All staff is expected to contribute and adapt to change by:
- Undertaking ongoing professional development
- Maintaining current professional expertise
- Applying skills to a number of long and short-term projects across different parts of the organisation
- Undertaking such other duties as the CEO may reasonably require.

**Commitment to workplace health and safety**
All employees must:
- Be fully aware of and comply with current responsibilities and requirements of the relevant state OHMS Acts, Regulations and Organisational Policy/procedures applicable to their activities
- Report all hazards, incidents and injuries in accordance with legislation and College reporting procedures
- Ensure liaison with employee health and safety representatives and managers/general managers in regard to OHMS issues
- Participate in programs and assessments to improve health and safety in the workplace.

**KEY SELECTION CRITERIA**

**Personal attributes**
- Proven ability to consistently complete process and quality assurance driven tasks
• Proven ability to work as a member of a team and to carry out duties autonomously
• Genuine commitment to providing high quality customer service to internal and external stakeholders
• Excellent organisational skills including the ability to undertake numerous tasks concurrently, establish priorities and to work to tight or competing deadlines
• Interest in continually improving systems and processes
• Preparedness to potentially travel interstate and to New Zealand.

Knowledge and skills
• Excellent time management skills including the ability to plan, set priorities, and to meet deadlines, with flexibility to alter priorities to meet challenging demands
• Well developed written, verbal and interpersonal communication skills
• Proficient computer skills including MS Office software packages and a working understanding of databases and website administration. Previous experience in iMIS database is desirable but not essential.

Education and experience
• Previous experience in an administration/customer service role in an office environment involving process driven tasks and customer service
• Relevant administration experience, preferably in a membership education environment
• An understanding and appreciation of roles and functions of committees and pro bono work.