

**POSITION DESCRIPTION:** Senior Administration Officer

**Position Type:** Full Time/Part Time

**Team:** People, Culture & Capability

**Location:** Wollongong

**Job Level:** 3/4



**Your Purpose**

To provide quality, timely and efficient administrative support to all teams, taking into consideration all Peoplecare policies and industry requirements under the Private Health Insurance Code of Conduct.

In order to achieve this goal, the Senior Administration Officer will lead by positive example in line with the organisations cultural markers to deliver high quality service, support and team work in an efficient manner and in a way that strives for continuous improvement. The role will require a 'can do' attitude and delivery of excellent customer service is paramount. The ability to assist to meet member and internal customer needs, embed quality outcomes and meet operational efficiency goals will be critical to success.



**Your Responsibilities**

Provide prompt and accurate administrative processing support to all teams, including:

- Supports and performs administrative requirements for various committees or meetings
- Assists with the preparation of correspondence, reports as well as taking minutes
- Coordinates and undertakes booking of travel, catering, events, special functions and meetings as required
- Maintains administration systems, including diaries, registers, records, mail, filing, scanning, workflow system and banking
- Prepares and edits correspondence, reports, presentations and confidential correspondence
- Arranges and facilitates appointments, meetings, webinars, seminars and conferences
- Reviews and responds to enquiries daily via the Peoplecare Admin Team email mailbox
- Assists with preparation of anniversary gifts and certificates for Peoplecarers when required
- Assists with Flexipurchase coding of corporate card expenses for executive team and processing of recurring charges
- Mentors junior administrative team members with a focus of building capability and confidence within the Admin Team
- Other administrative tasks as required

## **ADMINISTRATION TEAM RELIEF**

- Assist with the Administration team during high volumes or during planned or unplanned leave.

## **Risk Culture**

- Actively engage in risk training, refresher courses and risk culture surveys to ensure understanding how risk management is a part of Peoplecare's vision, mission and values at Peoplecare.
- Value risk management and its benefits, performance and outcomes for Peoplecare.
- Feel comfortable reporting bad news and events knowing that Peoplecare will learn from these; we're committed to continuous improvement and prompt rectification. You can make a difference!
- Comply with Peoplecare Policies, relevant laws and regulations, including APRA Prudential Standards that may apply.

## **Projects / Self Development**

- Undertake improvement based project work as assigned by the Head of People and Culture or People & your manager, from time to time including other HR related activities such as recruitment, employee engagement activities, Work, Health & Safety & training.
- Undertake a proactive involvement in self-development and action plans outlined from individual performance review



## **Your Team**

### **Reports to**

Manager – Human Resources & Administration

### **Collaborates with**

- Customer Service Staff
- Executive Assistants
- Executive team
- External stakeholders (Australia Post, Flagstaff)
- Management team
- Peoplecare Eyes & Teeth
- Support groups (Finance, BT&I, Marketing, H&HS, PC&C etc)



**Your Goals** Meet the appropriate objectives for your role



**Your Challenges**

- Gaining a basic understanding of all teams and roles in the Peoplecare business
- Ensuring effective communication during all administration processes
- Balancing and scheduling priorities in a fast moving environment
- Adaptable to changes in processes
- Continuous improvement focused



**Your experience, qualifications & skills**

#### **Experience**

- Minimum 3 years' experience as an Administrative Assistant/Officer or similar type of role
- General administration and clerical work, with minute taker responsibilities
- Exposure to privacy act requirements, EEO, HR principles in relation to workplace practices, WH&S, anti-discrimination

#### **Qualifications**

- Minimum Diploma in Business Administration

#### **Skills**

- Strong MS Outlook, Word, PowerPoint and Excel skills
- Well-developed organisational and time management abilities
- Excellent communication skills (verbal & written)
- Continuous improvement orientation
- Well-developed interpersonal acumen
- Strong minute taking skills
- Strong negotiation and decision making skills



**You**

- Maintains confidentiality and privacy of business and member information at all times.
- Strong attention to detail
- Ability to prioritise & be flexible
- Ability to work to deadlines
- Performance and improvement focussed
- Culturally sensitive
- Must have control over emotions, be polite, courteous, patient
- Demonstrate initiative and achievement drive

- Trusting, trustworthy and approachable
- A team player
- Fair and equitable when dealing with staff and members
- Displays empathy when required



**Our  
White Ribbon  
Commitment**

“To create a workplace in which women are free from violence, and where gender equity is valued and realised and that these values are supported and promoted in our community”.