

Position Description – Administration Officer – Head Office

Core Detail

Title	Administration Officer – Head Office
Objective	Provide professional administrative support to TriCare’s Head Office Departments, Aged Care Division and Retirement Living.

Position Parameters

Employment	Full Time, Permanent
Reporting to	Manager – Workers’ Compensation and Administration
Staff directly supervising	Nil
Expenditure Limit	\$500
Location	TriCare Head Office – 250 Newnham Road, Mount Gravatt

Detailed Description of the Position

General Administration	<ul style="list-style-type: none"> • Undertake general administrative duties and tasks, as directed • Respond to general enquiries by answering all incoming calls and monitoring enquiries lodged via the Website. • Provide support in relation to organisation of travel and accommodation, catering, meetings, preparing agendas, orientations, minute taking and preparation of required resources. • Assist with the updating and distribution of divisional documentation, including intranet uploading of forms and policies, as required. • Create, lodge and track Medicare Online and My Aged Care access for all new and transferring employees and cessation of the same for all departing employees. • Review and coding of Head Office invoices in line with relevant cost centres, creation of purchase orders and expenditure requests as required. • Create, manage and deactivate access for required electronic systems for all new, transferring employees and cessation of the same for all departing employees. • Review and ordering of all Corporate Uniforms across Aged Care Division, Retirement Living and Head Office.
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	<ul style="list-style-type: none"> Review and creation of new vendors/suppliers in consultation with relevant departments.
HR Support	<ul style="list-style-type: none"> Assist with recruitment across Aged Care Division, Retirement Living and Head Office, including placement of advertisements, organisation of interviews, and general recruitment enquiries. Assist with the creation of Contracts of Employment and Onboarding for new employees, including maintaining electronic personnel files. Review and process all onboarding documentation, including Police Checks, Pre-Employment Medicals, relevant Registrations and Vaccinations as required. Create, lodge, track and file all Key Personnel documentation including bankruptcy searches, statutory declarations and police check clearances and ensure all required agencies are informed of any changes.
Group Facilities and Asset Maintenance Support	<ul style="list-style-type: none"> Review and allocation of work requests across Aged Care Facilities, Retirement Living and Head Office Assist with the review and uploading of all Service Reports to the Intranet, as required Scheduling of all fleet servicing, repairs and maintenance. Review and coding of invoices in line with relevant cost centres, purchase orders and expenditure request creation for ongoing maintenance and projects. Review and coding of all Retirement Living Reinstatement schedules as required.

Skills and Knowledge

- Demonstrated strong customer service focus
- Demonstrated high level written and oral communication skills.
- Ability to organise and complete multiple tasks with close attention to detail, accuracy and prioritisation to meet deadlines.
- Advanced level computer skills in Microsoft Office applications.
- Demonstrated ability to work methodically in a fast-paced environment.

Personal/Other Attributes

- A co-operative team player with the ability to work autonomously
- Ability to maintain discretion and confidentiality in regard to company, resident and employee information.
- Must be flexible, open to change and possess a positive and enthusiastic attitude.

Experience

- Minimum of 3 years' experience in a similar role

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.

Performance Measures

Annual Improvement Review.