



## POSITION DESCRIPTION

### Position Detail

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| <b>Position Title</b>        | <b>ADMINISTRATION OFFICER –<br/>HEAD OFFICE ADMINISTRATION TEAM</b> |
| <b>Employment</b>            | Full time, permanent  |
| <b>Reporting to</b>          | Administration Team Leader – Head Office                            |
| <b>Staff supervised</b>      | Nil   |
| <b>Expenditure Authority</b> | \$500 - General   |
| <b>Location</b>              | TriCare Head Office, 250 Newnham Road,<br>Mount Gravatt             |

### Job Purpose

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Provide professional administrative functions and general administrative support to TriCare's Head Office departments. Attending to Head Office reception duties and Head Office support administration tasks.

Administration of special projects as directed by the Administration Team Leader – Head Office.

### Main Duties

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- Undertake general administrative activities relating to the Aged Care Division, Retirement Living and Head Office support services.
- Undertake Head Office general reception activities including answering and transferring all incoming calls and responsible for being the first point of contact for visitors to Head Office such as dealing with all walk-in enquiries and clients.
- Assist with recruitment and HR administrative support – this includes preparation and placement of vacancies, responding to general recruitment enquiries, arranging psychometric testing, preparation of Contracts of Employment and employment packs
- Create, lodge, track and file all Key Personnel documentation including police check declarations, bankruptcy searches, statutory declarations and add new and cease current Key Personnel Forms.
- Create, lodge, track and file Medicare online and My Aged Care access forms for all new and transferring employees and cessation of the same for all departing employees.
- Prepare and maintain personnel files for all Head Office, Aged Care Facility Management and Administration employees.
- Assist Head Office divisions in the co-ordination of group meetings, including workshops. This task includes organising travel, accommodation, catering,

meeting spaces, liaise with IS regarding audio/visual arrangements and meeting/training invitations, agendas, minutes, forms and reports.

- Resident QAQ feedback and documentation processing – recording, tracking, reporting, filing and distribution of all correspondence and associated material, internal and external.
- Assist in the upkeep of team and division calendars, leave requests and meeting schedules, re-accreditation, annual performance review dates etc.
- Assist with the reviews, updates and distribution of divisional documentation, including intranet uploading of form and policies, as required.
- Coordinate divisional travel and accommodation bookings via preferred travel provider using travel booking software
- Miscellaneous other tasks including requests for information, copying and distribution of files, distribution of mail and publications, payment of invoices travel etc., subscriptions, conference bookings, coordination of annual events, photocopying, laminating, binding, scanning and other tasks as required from time to time by divisional management.

### **Skills and Knowledge**

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- Demonstrable customer service orientation
- Excellent interpersonal and communication skills – written and verbal
- Ability to handle multiple tasks and meet deadlines
- Excellent attention to detail
- Demonstrated ability to work autonomously as well as part of multidisciplinary team
- Ability to work in a rapidly changing environment
- Awareness of principles and practice of quality management, best practice and the Fair Work Modern Awards system.

### **Qualifications and Experience**

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- Advanced level of knowledge/proficiency of Microsoft Outlook, Word, Excel, and Powerpoint
- Familiarity/proficiency in use of Microsoft Publisher and Adobe DC Pro (advantageous)
- Familiarity with use of administrative software including HR information/payroll systems (preferably Chris 21) —advantageous
- Previous administration experience at a high level is required

### **Personal/Other Attributes**

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- Flexibility, with a can do attitude
- Discretion and confidentiality
- Ability to follow through to ensure matters are not overlooked
- Results-orientated
- Sense of humour
- Diligently perform the assigned duties and responsibilities. TriCare may vary these duties and responsibilities at any time.

## **Work Health and Safety**

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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 Injury Risk Management (IRM) standards.

## **Performance Measures**

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Annual Performance Review.