

## Position Description for Project Support Officer – Conference & Events Division

<b>Incumbent:</b>	
<b>Date Developed:</b>	10 February 2014
<b>Date last updated:</b>	8 February 2024
<b>Employment Terms:</b>	Full time (37.50 hours per week), fixed-term contract until June 2025, based in Sydney.
<b>Remuneration:</b>	ASHM Payscale Grade 2 paid fortnightly, plus 11% superannuation, leave loading and access to non-taxable fringe benefit salary packaging.
<b>Role Overview:</b>	The Project Support Officer provides high level administrative support with a particular focus on providing general administrative and organisational support, course planning and logistics and special projects as requested.
<b>Reporting Relationships:</b>	Operations Manager – Conference & Events Division.
<b>Organisational Context:</b>	<p>The Project Support Officer:</p> <ul style="list-style-type: none"> <li>- Is responsible for ensuring they have a clear understanding of strategic goals and for carrying out their activities with strategic goals in mind.</li> <li>- Must adhere to ASHM Code of Conduct, which includes child protection, prevention of sexual exploitation, abuse and harassment, fraud and corruption management as well as other key ASHM policies.</li> <li>- Understands and commits to the principles of equal employment opportunities, work, health and safety, cultural diversity and ethical practice.</li> <li>- May provide some guidance to junior staff with regard to performance of tasks and is responsible for adhering to ASHM's Performance Management policies and procedures as implemented by their Supervisor.</li> </ul>
<b>Supervisory Responsibilities:</b>	<p>The Project Support Officer may have responsibility for co-ordinating and assisting in the training of junior staff members, casuals, volunteers and contractors.</p> <p>All staff members are entitled to have regular professional supervision and performance reviews. Supervisors are responsible for implementing performance management procedures with their staff and staff members are responsible for fully committing to and participating in the procedures.</p>

<p><b>Required Qualifications:</b></p>	<p>Tertiary qualification in Health, Business Administration or Events Management desired, enrolment in same or equivalent experience.</p>
<p><b>Required Work Experience:</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Experience organising and providing logistical support to a professional team.</li> <li>• Experience working in an office environment in a support role.</li> <li>• A bright, friendly and helpful nature, with the capacity and preparedness to work as an effective team member in a high pressure, high volume work environment.</li> <li>• Ability to follow direction with meticulous accuracy and attention to detail.</li> <li>• Ability to work independently to manage multiple tasks, prioritise workload and meet deadlines.</li> <li>• Well-developed written communication skills, including the ability to write, proof and edit correspondence and other materials.</li> <li>• High-level verbal communication skills, including an excellent telephone manner, with the ability to deal confidently and courteously with people at all levels.</li> <li>• Excellent computer skills, including MS Office and data entry and database systems.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Current NSW Driver’s Licence.</li> <li>• Experience in the not-for-profit sector, Government and/or Non-Government Organisations.</li> <li>• Understanding of and commitment to the principles of EEO, WHS, cultural diversity and ethical practice.</li> <li>• Desire to work in a fair, equitable and non-judgemental environment particularly with people infected/affected by HIV, viral hepatitis and related diseases.</li> </ul>

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### Position Summary

The Position Summary provides a high level snapshot of the key results areas (KRAs) and attributes for this role, against which performance will be measured. This should be used by the staff member on an ongoing basis as a quick reference to determine how he or she is performing in the role.

<b>Key results areas</b>
1. Provide logistical support in the delivery of educational events
2. Provide administrative support
3. Undertake project and event coordination tasks
4. Manage enquiries
5. Work to a budget
6. Provide guidance to others
7. Maintain knowledge and understanding of Division areas
8. Compliance
9. Special projects
<b>Attributes</b>
1. Attention to detail
2. Communication
3. Customer service
4. Initiative
5. Organising and planning
6. Professional and presentation skills

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### Key Results Areas

Key results areas (KRAs) describe the key outcomes that are to be achieved in this role and a performance standard against which the position holder will be assessed.

Key performance indicators (KPIs) should be set and reviewed regularly in accordance with ASHM's Performance Management policies and procedures.

#### 1. Provide logistical support in the delivery of educational events

- Co-ordinate registration processes
- Source venues and negotiate venue hire
- Communicate with registrants
- Liaise with delegates and suppliers
- Book travel and accommodation
- Process payments
- Maintain the contacts database
- Provide regular reports on event, registrant and financial data
- Organise marketing and promotional materials
- Prepare complete and accurate files for archiving on the completion of each event
- Engage with both process and content development across courses
- Participate in regular meetings with Project Officers around planning for deliverables
- Assist as appropriate with strategic thinking and development

#### **This is the standard that will be acceptable:**

An organised and up-to-date project file is kept for each of the courses being managed, which is supplemented with an up-to-date work plan. Form letters and standard processes are utilised to maintain consistency with other Project Support Officers. Communication with third parties is conducted in a timely and professional manner. Tasks in work plans are achieved, with internal and external deadlines consistently met. Willingness to engage in process and content development is shown.

#### 2. Provide administrative support

Undertake a range of support functions necessary for the smooth operation of the Division, which may include the following:

- Draft and prepare correspondence to stakeholders
- Facilitate development of documents and templates as required by the Division
- Assist in developing and updating promotional materials, including print items using Indesign, and web items such as websites and email alerts
- Book travel, including flights and accommodation, as directed
- Filing and records management
- Faxing, mail and maintenance of mail lists
- Diary management
- Data entry, including maintaining and updating databases
- Use the range of Microsoft Office packages, including Outlook for email correspondence with stakeholders and controlling generic mailboxes as required by the Division
- Order, maintain and organise stationery and other supplies for the Division
- Maintain cleanliness and organisation of the Division area
- Other routine and ad-hoc administrative tasks as required

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### **This is the standard that will be acceptable:**

Willingness to take on ownership in all areas of administrative support is shown. Tasks are completed accurately and by deadline. Documents and other material outputs are in line with ASHM style guidelines and are professionally presented. Supplies, files, records and equipment are kept in an orderly fashion and are available to staff as required. Correspondence is carried out in a professional manner.

### **3. Undertake project and event coordination tasks**

- Undertake project and event co-ordination tasks as directed by more senior team members
- Mail out materials as required
- Co-ordinate bookings and setup of ASHM meeting rooms for internal events
- Assist with sourcing and booking venues and other services for external events

### **This is the standard that will be acceptable:**

Tasks provided by more senior team members are completed accurately and by deadline, with progress updates available on request. Initiative is shown in addressing any obstacles and suggesting alternative options.

### **4. Manage enquiries**

- Assist with receiving, assessing and managing enquiries
- Undertake all necessary follow up to ensure enquiries are dealt with appropriately and within a reasonable timeframe

### **This is the standard that will be acceptable:**

All communication is effective and accurate. All calls/visitors are answered/met promptly in a courteous and friendly manner. All enquiries that cannot be answered are passed to the appropriate person for assistance. All issues and complaints are discussed with management.

### **5. Work to a budget**

- Work with more senior team members to understand and retain awareness of relevant budgets, and then manage the project or task within the set constraints.

### **This is the standard that will be acceptable:**

Projects and tasks are managed within the set constraints, with any issues being raised with senior team members as soon as they become apparent.

### **6. Provide guidance to others**

- Provide guidance to others to perform routine tasks
- Attend all supervision sessions and performance reviews with your Supervisor, providing relevant feedback and raising any issues as soon as possible

### **This is the standard that will be acceptable:**

Junior and equivalent level team members are able to approach the Project Support Officer and receive accurate guidance on how to perform routine tasks. More senior team members can rely on the Project Support Officer to provide guidance on administrative procedures. All supervision sessions and performance reviews with your Supervisor are attended and all issues are raised and discussed.

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### 7. Maintain knowledge and understanding of Division areas

- Maintain an up-to-date knowledge of the Division structure, functions and processes
- Contribute ideas and recommendations towards the improvement of processes in the Division

**This is the standard that will be acceptable:**

An understanding of the Division structure, functions and processes are displayed when sharing information with team members and communicating with stakeholders. Relevant knowledge is applied to completion of tasks. Initiative is displayed in the assessment of processes through routine task completion and feedback is provided to more senior staff in relation to opportunities for continuous improvement. Interest is shown in the program areas, with relevant materials being read from time to time.

### 8. Compliance

- Understand and maintain a good knowledge of ASHM's structure, functions, policies, procedures and codes of conduct
- Comply with ASHM's policies, procedures and codes of conduct, including WHS, EEO and ACFID

**This is the standard that will be acceptable:**

All work performed is done so in a manner that complies with ASHM's policies, procedures and codes of conduct. Any breaches witnessed are reported as per relevant procedures.

### 9. Special projects

- Carry out special projects as allocated and required by the team

**This is the standard that will be acceptable:**

Allocated projects are completed accurately and by deadline.

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### Attributes

Attributes describe the key qualities that are considered to be most important in carrying out this role and achieving the KRAs.

Key performance indicators (KPIs) should be set and reviewed regularly in accordance with ASHM's Performance Management policies and procedures.

#### 1. Attention to detail

- Demonstrates a concern for accuracy at every stage and in every aspect of a task
- Is able to attend to all requirements of a task and implement processes for quality control
- Always seeks to provide a "finished product" and takes pride in output
- Analyses issues from different viewpoints, to identify hidden problems
- Reads documents and written communications thoroughly
- Follows both verbal and written instructions accurately

**This is the standard that will be acceptable:**

Has an eye for detail and presents all documents and other outputs in a professional manner, free from error. Takes into consideration all points in source documents in final production.

#### 2. Communication

- Written Communication – Communicates ideas on complex and sensitive issues clearly in writing, selecting language, tone and format to suit target recipients
- Verbal Communication – Speaks in a clear, succinct manner and tailors language to suit target audience
- Conflict Resolution – Defuses and resolves conflict in a range of situations, where tact and diplomacy are required

**This is the standard that will be acceptable:**

Is articulate in both the written and verbal word. Is able to listen and impart ideas and information to others in a highly professional and pleasant manner to ensure all meanings are clearly understood.

#### 3. Customer service

- Is concerned to provide a prompt, efficient and personalised service to customers
- Goes out of way to ensure that individual customer needs are met
- Foresees customer needs and makes them a priority

**This is the standard that will be acceptable:**

Makes sure to understand the needs of the customer and always undertakes to meet expectations and ensure that the customer is satisfied. Takes customer complaints seriously, acting on them and offering solutions as a matter of priority. Seeks opportunities to improve the service to the customer and anticipate their needs.

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### 4. Initiative

- Is able to work well unguided when consultation is not available or is impractical
- Demonstrates the ability to think outside the square and make suggestions
- Actively participates in meetings

**This is the standard that will be acceptable:**

Plans out and executes worthwhile tasks with little or no guidance. Asks well thought out and relevant questions. Makes meaningful contributions and suggestions at meetings and during day-to-day conversations.

### 5. Organisation and planning

- Is able to prioritise and schedule tasks and/or people efficiently and effectively.
- Develops realistic action plans while being sensitive to time constraints and resource availability
- Plans and manages multiple jobs at once

**This is the standard that will be acceptable:**

Prioritises tasks effectively, performing consistently within time constraints and focusing on ensuring the timely completion of work to deadlines. Organises resources in such a way as to maximise their value. Applies planning principles to ensure necessary measures are taken to meet deadlines and targets, reacting to and incorporating changes that may occur throughout the course of a task or project.

### 6. Professional and presentation skills

- Overall manner, personal presentation and attire reflect professionalism and are appropriate for each situation

**This is the standard that will be acceptable:**

Always presents to an appropriate standard. Communications, behaviour and level of work are professional at all times.