

Position Description

Position title:	Administration Manager	Location:	St Leonards
Reports to:	CIO	Direct Reports:	Reception & Administration Team
Working Relationships Internal:	Finance Team All Employees	Working Relationships External:	Office Suppliers, Catering Suppliers
PD Approved:	November 2017	Revised:	

Organisation description

The Sydney North Primary Health Network (SNPHN) works on behalf of the Commonwealth to improve health outcomes for patients by increasing the capability and capacity of the primary healthcare workforce to ensure patients receive the right care, in the right place at the right time.

Position purpose	<p>Administration Manager</p> <p>The Administration Manager is responsible for:</p> <ul style="list-style-type: none"> • The efficient management of reception and related personnel • The efficient coordination of in-house events with event owners • The efficient management of office administrative functions • Adherence to reception and office administration related policies, procedures and systems.
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Accountabilities

Primary accountabilities	To ensure that the organisation works as effectively as possible to achieve its annual business plan, each team member has responsibility for a range of activities and outcomes. These accountabilities and their outcomes are reviewed at least annually formally and on an ongoing basis informally with team members and managers.
Office Administration Management	<p>Key outcomes for this role are:</p> <ul style="list-style-type: none"> • Manage the reception team to ensure they deliver a positive, efficient and professional first impression of the organisation at all times. • Ensure reception is staffed adequately at all times • Events - ensure regular employees, casuals, and contractors are rostered to deliver the service required for events as agreed: <ul style="list-style-type: none"> ○ Pre-event commencement, during the event, clean up after event. • Ensure events are managed as per requirements of the event organiser

	<ul style="list-style-type: none"> • Ensure catering is managed as per policy and as per delegated signoff • Resolve administrative problems as they occur - identify solutions and communicating new processes as required. • Maintain office stationary as per Policy with agreed sign off by CFO • Maintain administrative workflow by ensuring reporting is completed accurately and by due date • Review processes on a regular basis and implement more effective methods where identified • Review cost of providers on a regular basis to ensure cost effectiveness of product/service delivery is attained while maintaining quality. • Create/revise policies, procedures and systems where efficiencies are identified and implement agreed changes by due date • Database and records management as required by Manager
<p>People Leadership</p>	<p>Manage team effectively.</p> <ul style="list-style-type: none"> • Develop the team by providing information and coaching as required to ensure the accurate delivery of all reception and administration tasks and responsibilities. • Actively direct and guide the team daily to ensure tasks are completed accurately and in time frames required. • Ensure employees have the opportunity to discuss issues as they occur. • Coach and guide employees in areas of development including implementing the individual performance improvement plan. • Complete Performance Alignment Conversations (PAC) by due date • Performance manage issues as they occur and put in place action plans to ensure the employee concerned gets back on track in the agreed time frame <ul style="list-style-type: none"> ○ Where more serious issues are identified, ensure CIO and HR, are informed immediately of areas of concern. Plans for improvement are to be agreed prior to taking action with employee concerned
<p>General</p>	<ul style="list-style-type: none"> • Contribute towards the SNPHN’s overall strategic direction including the implementation of the organisations values and mission statement. • Demonstrate a commitment to SNPHN’s vision and values: <ul style="list-style-type: none"> ~ SNPHN Vision – Achieving together – better health, better care ~ SNPHN Values – iCare <ul style="list-style-type: none"> ○ Innovation – We Create, We Initiate, We Inspire ○ Collaboration – We Listen, We Understand, We Respond ○ Accountability – We Define, We Adapt, We Deliver ○ Respect – We Inspire Trust, We Are Open, We Act Ethically ○ Excellence – We Own It, We Commit to It, We Achieve It. • Respect the confidentiality of patients and general practice in line with the organisation’s related policies, procedures and the Privacy Act. • Comply with the organisation’s policies and procedures.

	<ul style="list-style-type: none"> • Be aware of individual responsibilities under the relevant Workplace Health and Safety legislation and report as necessary, any untoward accident, incident or potentially hazardous environment. • Fulfil other duties commensurate with the role as directed from time to time.
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Organisational expertise

Subject Matter Expertise	In delivering on accountabilities above it is expected that you will build expertise (be the organisational SME) in the following key organisational policies, processes and documents: Office Management, Event coordination
SNPHN Policies / Procedures	Corporate operations such as meeting structures, operations, reporting schedules and Board paper management. Human Resources policies and procedures , WHS.
SNPHN Supplier Contracts	Suppliers providing reources related to reception, office adminstration and training and board room events

Scope of authority

Direct employees work priorities/schedules:	Authorised	Approve employee expenditure:	As per the Delegated Authority to SNPHN Employees
Recruit/ terminate employees:	Not authorised	Have Media contact:	Not authorised
Enter into Contracts:	Not authorised	Other	Not authorised

Key selection criteria - qualifications and experience

Required experience, capabilities and qualifications	Essential: <ul style="list-style-type: none"> • Previous experience in managing a reception and event team • Ability to manage a professional front of house team • High level of skill in organising meetings, events and related tasks • Ability to prioritise work load • Good attention to detail • Experience in office systems including information business processes • Microsoft Word, Excel and PowerPoint skills – advanced level.
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	Desirable: <ul style="list-style-type: none"> • Office management training • Previous experience in database and records management
Certifications required	<ul style="list-style-type: none"> • National Police Clearance Check. • Reference Checks (2) from past employers.
Special conditions	<ul style="list-style-type: none"> • Some out of hours work on weekends or evenings may be required, for example, attendance at community forums or meetings, for which time off in lieu may be taken.
Workplace Health and Safety	<ul style="list-style-type: none"> • Adhere to organisation policies and procedures relating to Workplace Health and Safety and, at all times, take responsibility for own and colleagues wellbeing.

Position Description Acceptance/Agreement

I _____ declare that I have read, understand this position description and I understand the tasks and accountabilities may be varied from time to time by the organisation in response to changing priorities.

Name _____ Signature _____ Date _____