

Position Description

Position Title:	Business Services Officer		
Reports to	Communications Advisor		
Directorate:	Marketing and Communications		
Business Unit	Marketing and Communications		
Number of Direct Reports	0	Budget Responsibilities	0
EMPHN Classification	Band 2		

Reviewed by:	Ellie Cope	Date:	2/10/2018
Approved by:	Claire James	Date:	31/01/2018

About EMPHN

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. In doing this, our five key strategic priorities will be:

1. **Addressing health gaps and inequalities**
2. **Enhancing primary care**
3. **Leveraging digital health, data and technology**
4. **Working in partnership to enable an integrated service system**
5. **A high performing organisation**

Our four organisational values will underpin all work undertaken by EMPHN and our employees.



Leadership	<i>We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in health care.</i>
Understanding	<i>We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.</i>
Outcomes	<i>We are accountable for ensuring value for money for our communities, stakeholders and funding bodies. We focus on high impact, equitable health care solutions that increase efficiency and reduce waste</i>
Collaboration	<i>We enable those who touch the system to design the system through sharing knowledge, evidence and expertise. We work together across teams for shared outcomes.</i>

Purpose of Position

The Business Services Officer provides a range of reception, customer service and office support functions.

Key Relationships and Stakeholders

- External visitors to EMPHN
- All EMPHN employees
- External service providers such as caterers, office supply organisations, etc.

Accountabilities

- Engage with a variety of staff from throughout the organisation as well as external stakeholders
- Customer service – answer incoming calls, transferring calls, providing messages to relevant staff and monitoring and managing voicemail messages

Position Description

- Greeting visitors and recording visitor attendance
- Triaging administrative requests appropriately
- Completing administrative tasks as requested providing high level administrative support to the whole of the organisation
- Collecting and processing incoming and outgoing mail/parcels daily
- Developing mail merging documents for mail outs and assisting with mail outs including identifying mail outs to be outsourced
- Ordering catering and associated payment by the relevant authority ensuring cost effectiveness and appropriateness in quantity and quality
- Production and/or copying of resources and communications collateral, other copying and scanning as requested
- Maintain office supplies and stationery, and assist with ordering new supplies
- Oversee the rostering of kitchen cleaning duties
- Proactively identify any facilities, OHS or maintenance issues and report to the appropriate person for action and ensure a clean and welcoming environment for visitors to EMPHN
- Participate in team meetings and work collaboratively with the Communications and Marketing Team
- Oversee the use of EMPHN meeting rooms to ensure that they are left in a usable manner

Team

- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps.
- Participate in regular team meetings and other meetings as required.

Organisational

- Work towards the achievement of EMPHN Mission and Vision and the attainment of our key Strategic Priorities.
- Comply with all EMPHN's policies and procedures
- Work in a manner which upholds EMPHN Values of **Leadership, Collaboration, Outcomes and Understanding**.
- Maintain strict confidentiality while employed at EMPHN, and at times thereafter, as to the organisation's membership list, data, operating procedures, financial and employee information.

Health and Safety

- Adhere to all EMPHN Health and Safety policies and procedures and any relevant legislation regarding health, safety and environment.
- Take all reasonable care for your own and other's Health and Safety.
- Take a proactive approach to EMPHN health and safety initiatives.

Qualifications & Experience (Selection Criteria)

- Relevant qualifications and/or relevant experience in a reception/administrative role.

Knowledge, Skills & Experience

- Advanced proficiency in MS Office 2007/2010 Suite – Word, Excel, PowerPoint, Outlook, CRM
- Demonstrated ability to work in an environment with high level of activity
- Demonstrated ability to work proactively and set priorities
- Ability to work independently and as part of a team to achieve organisational goals
- Professional, positive and easy going manner
- Proactive and uses problem solving skills
- Exceptional interpersonal skills and professional telephone manner
- Provide a welcoming presence when meeting visitors/staff in person and over the phone
- Well-developed organisational and time management skills
- Positive attitude towards employment and ability to work as part of an administrative team