

POSITION DESCRIPTION

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| Position title | Operations Support Officer |
| Reports to | Executive Officer to CEO |
| Direct reports | N/A |

JOB PURPOSE

This role supports the Executive Officer to the Chief Executive Officer and the Director – IRC Operations to deliver on AIS operational requirements including but not limited to secretariat and administrative functions.

Operating with a high level of confidentiality and discretion, the role will engage with staff across the business and with senior executive team members and external stakeholders and maintain oversight of internal and external database requirements,

KEY ACCOUNTIBILITIES

Primary Tasks

- Proactively support and coordinate the day-to-day activities of AIS including expense management, preparation of briefing papers and presentations, provision of information for meetings, and making travel arrangements
- Facilitate the travel, catering and venue booking arrangements for the industry members of IRCs for all meetings and events
- Maintain and keep accurate database and registers as required for IRC and internal operations including CRM information including maintaining the IRC Master List and responsible for DESE notifications of member changes
- Provide secretariat and administrative support to Director – IRC Operations
- First point of contact for the AIS Reception line including triaging calls
- Contribute to projects and initiatives as directed by the Director – IRC Operations and EO to the CEO to support the achievement of organisational and operational objectives including research activities
- Provide a high level of customer service to all internal and external stakeholders
- Ensure all information, including information on personnel, stakeholders, organisational matters and contracts is treated with a high level of confidentiality at all times
- Provide a conduit between the teams across the business to promote effective internal engagement and communications, to progress quality outcomes and initiatives
- Provide support to deliver AIS events, such as forums, workshops and planning sessions
- Other duties as directed by the EO to the CEO or members of the AIS Executive

Secondary Tasks

- Step in as required to provide secretariat support to IRC's and/or TACs including circulation of papers and minute taking
- Provide support to the Executive Support Officer and EO to the CEO as required

- Provide support to project teams as necessary

QUALIFICATIONS, EXPERIENCE & SKILLS

- Previous experience working to Executive staff and providing secretariat and reception duties
- Clear and concise writing style, suitable for various audiences and purposes, both internal and external
- Strong interpersonal, communication and time management skills
- Ability to use the Microsoft suite of office applications at a high level

ESSENTIAL ATTRIBUTES

- Developed skills in all interpersonal communication requirements at an executive level with a high attention to detail and accuracy
- Strong focus on the delivery of exceptional customer service to both external and internal stakeholders
- Demonstrated ability to work within a team environment and autonomously
- Demonstrated ability to effectively deal with sensitive and confidential duties
- Ability to meet deadlines and work under pressure on multiple projects concurrently
- Can-do approach to problem solving
- Demonstrated ability to effectively research and analyse information
- Ability to travel interstate if required


DESIRABLE ATTRIBUTES

- Knowledge of the Australian Vocational Education and Training system

ROLE APPROVALS AND DELEGATIONS

Not Applicable

APPROVALS

| Last Modified | Approver Name | Position Title | Signature | Date Approved |
|-----------------|---------------|-------------------------|--|---------------|
| 17 January 2022 | Paul Walsh | Chief Executive Officer |  | 18.01.2022 |

EMPLOYEE ACCEPTANCE

| Date | Employee Name | Employee Signature | Manager Name | Manager Signature |
|------|---------------|--------------------|-----------------|-------------------|
| | | | Courtney Barker | |