

Position Description

Job title: Administration Officer
Location: Level 1, 517 Flinders Lane, Melbourne, VIC, 3000
Hours: 38 hours per week (1FTE)
Reports to: Business Director

Overview of GESA

The Gastroenterological Society of Australia (GESA) sets, promotes and continuously improves the standards of practice, training and research in gastroenterology and hepatology in Australia. GESA is the chief advocacy group for the healthcare professionals and scientists working in this field. GESA's strategic priority is to advance the science and practice of gastroenterology in Australia. GESA strives for the highest standards in research, education and training, quality patient care and clinical practice, communications, and advocacy in the field of gastroenterology and hepatology. GESA's strategic priority areas include:

- **ADVOCACY:** Advocate on behalf of our community and membership to achieve optimal health and research outcomes. This includes providing national leadership.
- **EDUCATION:** Provide and facilitate evidence-based training, clinical standards, education and assessment programs which promote world-class scientific knowledge and clinical practice.
- **RESEARCH:** Foster a culture of enquiry and support basic and clinical research in gastroenterology and hepatology.
- **FELLOWSHIP and COLLEGIALITY:** Promote a culture of collegiality and service. This includes a welcoming environment, united professionals and recognition of the contribution of members and others.
- **GOVERNANCE:** Adherence to the highest standards of clinical and corporate governance. Including a focus on financial sustainability, risk management and legislative compliance.

Our Values

The core values of the organisation underpin everything we do. In representing GESA, we expect all employees to role model the following:

- **SERVICE:** Serve our stakeholders and relevant organisations by providing access to research, education, quality standards, communication and advocacy in the fields of gastroenterology and hepatology.
- **INTEGRITY:** Be open, honest, just, reasonable, respectful and ethical in our relationships.
- **EXCELLENCE:** Be accountable for achieving the best health outcomes for the Australian community.

Position Summary

To provide support to the Business Director (project manager) across a range of nominated projects, including the Financial Audit and Risk (FAR) and Research committees. Ensuring the timely delivery of high-quality outputs. To assist with ad-hoc requests relating to the business, membership management, event management, database and information management. To be the primary point of contact for answering incoming office calls and liaise with all stakeholders in a professional manner.

Key Responsibilities

Key Areas	Main Priorities
<p>Service delivery and Quality standards</p>	<ul style="list-style-type: none"> • Projects To provide administrative, coordination and project back-up assistance and support as required across all of GESA’s functional areas, with primary responsibility for <ul style="list-style-type: none"> ○ Membership – triage and address enquiries including Credentialing enquiries, processing applications and certificates. Back up Credentialing support. ○ Research Committee and Grants ○ HCC ○ ICEG ○ Asia Pacific pancreatic fluid collections guidelines ○ Research workshop – booking venues and assisting with logistics ○ Hepatitis B guidelines – coordinating meetings, preparing agendas ○ Support and assist with any other project and assist the team as required. • Support the Finance Audit and Risk (FAR) Committee – assist in the collation and presentation of information for all FAR Committee meetings. Draft agendas in consultation with the Chair, prepare meeting papers, track action items and take detailed minutes. • To provide administrative support by organising meetings, agendas, locations, documents, committee, monitoring project timelines and collating documentation required for meetings and or reporting (keeping track and following up). • Proofread, edit and format all written documentation to a high standard, prepare high quality papers free from errors and inconsistencies within strict timelines. • Help with Word revisions, PowerPoint presentations and Excel spreadsheets. • Answer office calls and proactively manage and prioritise various tasks simultaneously • Bring others to work together to meet reporting requirements and tight deadlines by chasing up outstanding responses, documentation or reports. • Scope, analyse, plan, coordinate, implement, and proactively report projects and project components as agreed within the designated areas. • Provide for the delivery of service to GESA members while ensuring stringent controls on expenses (ensure that members funds are used judiciously and always in the interest of the society). • Format documents, edit documents, prepare letters and documentation as required i.e. agendas, minutes, reports. • Support and assist management with production, editing and updating of policy documents, instruction manuals, guides, and other documents as directed • In accordance with Work, Health and Safety legislation and GESA policies and procedures, take reasonable care for your own health and safety and that of other persons who may be affected by your conduct

<p>Communication</p>	<ul style="list-style-type: none"> • Clear and concise communication via email and voice • Proactively identify and communicate issues to Business Director to ensure business operations and cost mitigation • Automated and manual communication method – ranging from automated renewal notices from membership database to bulk SMS communication and newsletter mailout via Mailchimp facility
<p>Accountability</p>	<ul style="list-style-type: none"> • Proactively comply with direction from Business Director, work collaboratively, provide support and assist others as required • Effectively utilise GESA resources in line with organisational policies • Proactively support GESA’s vision and mission <ul style="list-style-type: none"> ○ <u>vision</u> of excellence in research and the practice of gastroenterology & hepatology ○ <u>mission</u> - optimise the prevention and treatment of gastrointestinal and liver disease through promotion, quality, research, education and advocacy
<p>People and culture</p>	<ul style="list-style-type: none"> • Develop and maintain positive working relationships with Business Director, CEO, FAR Committee, Board, colleagues, faculties, collaborating organisations and committees to achieve the best possible health outcomes for the Australian community • Act in accordance with GESA’s ‘Code of Conduct’ • Develop sustainable relationships with GESA members through contact to ensure optimum delivery of GESA services.
<p>Internal and external stakeholders</p>	<ul style="list-style-type: none"> • Internal: GESA team and consultants • External stakeholders include, GESA Council, GESA Faculties and Committees, Conjoint Committee, gastroenterologists, hospital support staff, GESA members, external health organisations, government bodies, industry partners and marketing departments, suppliers and providers i.e. graphic designers and web providers.
<p>Selection Criteria</p>	
<p>Essential Criteria</p> <p><i>Key capabilities</i></p>	<ul style="list-style-type: none"> • Professional integrity – ethical and accountable, display values of service respectfully and work to high-quality standards when carrying out duties. • Communication - excellent verbal, written and interpersonal skills, clear and effective communication, confident with ability to engage all stakeholders. • Technology - effectively applies technology to maximise efficiencies, musts have a sound working knowledge of MS Office, Mailchimp, web CMS and CRMs. • Prioritising and planning - strong time management and organisational skills able to set clear objectives to successfully executive and deliver projects. • Problem solving - models and promotes flexible and solution focused approach. Applies logic, judgment and data to address issues and invites collaboration. • Attention to detail – meticulous attention to detail, quality, process improvement and outcome focused. • Proactive – anticipate potential issues addressing them before they arise.

Other Essential Criteria	<ul style="list-style-type: none"> Advanced knowledge of and demonstrable advanced use of MS Office suite and CRMs Significant demonstrated experience in working in a supportive team environment Capacity to work out of usual office hours and travel intra/interstate if required
Personal Attributes	<ul style="list-style-type: none"> Professional, resilient, polite and persistent to work with multiple project stakeholders to meet deadlines by following up/chasing up and gathering all required information and documentation. Able to meet timelines and deadlines, working within project components Able to upward manage – status, issues and activities. Creative and innovative - finds ways to work better and smarter; generates opinions and ideas; and is open to change and alternatives Conceptual and analytical ability – strategic thinker; uses analytical and conceptual skills to reason through problems Flexible and adaptable with the ability to accommodate shifting priorities Can-do attitude, willing to work with and support the team
Other	<ul style="list-style-type: none"> The information listed above provides an outline of the duties and responsibilities of this position. The successful incumbent may be instructed to carry out other duties as required by the CEO or the organisation.

Certification

I am satisfied that this position description accurately describes the requirements of the position.

Business Director Signature.....

David Roche Date.....

I have read this document and agree to undertake the duties and responsibilities listed herein. I understand that I may be required to undertake additional duties and responsibilities as required by the CEO or the organisation from time to time.

Occupant/Employee {insert name below} Signature.....

:..... Date