**POSITION DESCRIPTION – TEAM MEMBER**

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| Position Title | Operational Support Officer, International | Department | International Program |
| Location | National Office, Melbourne | Direct/Indirect Reports | nil |
| Reports to | Operations Team Leader | Date Revised | February 2019 |
| Industrial Instrument | Social Home Care and Disability Services Award | | |
| Job Grade | Job Grade 3 | | |

■ **Position Summary**

The Operational Support Officer is part of a team of staff within the International Program providing integrated operational support and services to the International Team, onshore based staff and the international workforce.

The Operational Support Officer will provide operational support to International Program people including staff onboarding and off boarding; health, safety and security coordination in the preparation for travel, international workforce information records management and payroll administration, as well as general administrative and logistical support.

The role demands a high level of relationship building along with meticulous administrative skills in the areas of people coordination, finance and document management.

■ **Position Responsibilities**

**Key Responsibilities**

* Build and maintain supportive working relationship across the International Program Team.
* Manage information and documentation through relevant filing and records management systems, including international workforce data and basic reporting.
* Provide office and administrative support to International Program Teams, including linking them to wider services of ARC as necessary.
* Support the coordination of on-boarding and off-boarding of new International Programs staff, including scheduling of international workforce briefing and debriefing meetings.
* Facilitate payroll documentation for international workforce staff under the instruction of International Deployment Lead and Partners, including new hires, advances and allowances, changes to remuneration and terminations.
* Support Deployment Partners in the management of staff compliance requirements. This includes the coordination of online learning access and assignment of mandatory courses for staff, facilitation of Australian and international criminal record checks.
* Coordinate with health, safety and security service providers to ensure all ARC people travelling have access to the necessary services prior to international travel.
* Support the day to day management and provision of all IT, telecommunication and other kit/merchandise in support of the international workforce.
* Support and facilitate the use of ARC information management and incident reporting systems, including basic training of new users.
* Monitor key email inboxes and provide timely responses to enquiries or referrals to relevant staff.
* Provide support to International Program Teams as they relate to logistical event support (including catering) to meetings, workshops, ceremonies and training events.
* Ensure ARC people receive necessary information and support on the applicable insurance and associated claims procedures.
* Actively evaluate operational and administrative systems, forms, resources and processes to identify, develop and implement improvements and efficiencies.
* Engage in cross-unit skill sharing to enable a capacity to support colleagues during periods of high-demand.
* Ensure excellent customer services to internal and external colleagues and clients.
* Maintain privacy and confidentiality.

**■ Position Selection Criteria**

**Technical Competencies**

* Demonstrated experience in office administration.
* Demonstrated experience in liaising effectively with a range of stakeholders.
* Demonstrated ability to work effectively within a busy team, including experience in receiving advice and instruction from a number of team-members and prioritising tasks.
* Proven ability to identify, plan and implement work objectives with limited supervision.
* Strong organisational and administrative skills, with particular attention to detail.
* Highly developed client service skills and experience in responding to enquiries via email, phone and in person. Excellent time management skills, proven attention to detail and able to work to deadlines.
* Ability to develop and implement administration systems and processes.
* Well-developed computer skills with demonstrated experience in the suite of Microsoft office (and similar) applications.
* Ability to adapt and respond well to change in a dynamic environment.

**Qualifications/Licenses**

* Relevant tertiary or other qualifications, skills and/or experience in public service, business administration or related fields.

**Behavioural Capabilities**

* **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
* **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
* **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
* **Organisational effectiveness | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
* **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.

**General Conditions**

All Red Cross staff and volunteers are required to:

* Adhere to the 7 fundamental principles of Red Cross:

**Humanity  |  Impartiality  |  Neutrality  |  Independence  |  Voluntary Service  |  Unity  |  Universality**

* Act at all times in accordance with the Code of Conduct.
* Comply with the Work Health and Safety management system.
* Undertake a police check prior to commencement and every 3 years thereafter.
* Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements.
* Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.