



AUSTRALIAN NURSING AND MIDWIFERY FEDERATION (TASMANIAN BRANCH)

POSITION DESCRIPTION

POSITION TITLE:	Business Support Officer
REPORTS TO:	Chief Business Officer
JOB DESCRIPTION:	Provide administrative support and assistance to the Industrial, Organising and Marketing Teams and the Chief Business Officer.
ACCOUNTABILITY:	The Business Support Officer is ultimately accountable to the Executive Director through the Chief Business Officer.
TERMS & CONDITIONS OF EMPLOYMENT:	Contained in the current Australian Nursing and Midwifery Federation (Tasmania Branch) Administrative Staff Agreement.
SALARY PER ANNUM (FULL TIME):	Band 3 plus Superannuation 14.5% Health and Human Services (Tasmanian Public Sector) Award (HAHSA)

1. Position Summary

The Business Support Officer is responsible for the provision of administrative support to organising, industrial and marketing teams and the Chief Business Officer including:

- Efficient processing of incoming and outgoing communication to members and stakeholders.
- Monitoring and recording of the teams' activities including worksite visits and Enterprise Bargaining processes, updating the Branch's Customer Relationship Management system (CRM).
- Assisting with administrative processes relating to engagement with members and Workplace Representatives.
- Assisting with the coordination of meetings including taking minutes.
- Assisting with preparation and lodgment of regulatory compliance documentation with the Fair Work Commission / Registered Organisations Commission.
- Assisting with coordination of ANMF (Tas) campaigns, conferences and events.

2. Key Selection Criteria

- Certificate III in Business Administration and/or demonstrated substantial experience in a similar administrative role.
- Proficiency in Microsoft Office Suite including Microsoft Word, Excel and Outlook and ability to learn and adapt to new business systems.
- Demonstrated ability to operate autonomously and seek direction as required.

- Highly developed written and verbal communication skills.
- High attention to detail.
- Ability to engage and work with a variety of internal and external stakeholders whilst maintaining a high level of professionalism.
- Demonstrated ability to manage multiple projects, tasks and deadlines in a fast-paced environment to a high standard of accuracy.
- Demonstrated understanding of the importance of creating, maintaining and storing clear and transparent business records.
- Experience in coordination of meetings and taking meeting minutes.
- Understanding of the principles of Unionism.

3. Desirable

- Current driver's license.
- Background and experience in an Industrial Relations / legal environment.

4. Reporting Relationships

The Business Support Officer reports to the Chief Business Officer, is supervised by the Business Systems Coordinator and takes daily workflow direction from Industrial and Organising managers and team members and the Marketing and Communications Manager.

5. Duty Statement

The Business Support Officer is responsible for providing support via tasks such as, but not limited to, the following:

5.1. ORGANISING & INDUSTRIAL SUPPORT

1. Worksite mapping, reporting and data entry in the CRM including.
2. Prepare/process incoming and outgoing correspondence including flyers, letters, emails, SMS and member surveys.
3. Assistance with administrative processes relating to engagement with ANMF Workplace Representatives including the coordination of Workplace Representative training sessions when required.
4. Coordinate Enterprise Bargaining processes and maintain progress tracking and conditions summary spreadsheets.
5. Assist in the preparation and analysis of industrial documentation including drafting, formatting and proof-reading Agreements, Logs of Claims, wage comparison graphs and spreadsheets.
6. Prepare and maintain Enterprise Agreement files and documentation including online resources for Enterprise Agreements.
7. Prepare and lodge documents in the Fair Work Commission, the Tasmanian Industrial Commission and other industrial/statutory Tribunals as required.
8. Identify and implement relevant quality control processes.
9. Ensure sufficient hard copy and/or electronic records management relevant to the role.
10. Assistance in the planning and coordination of internal Industrial and Organising meetings and planning days including attending, participating and taking and distributing minutes.
11. Exercise independent judgement in the practices, methods and standards to be applied, and the planning and timing required to complete tasks.

5.2. BUSINESS OPERATIONS SUPPORT

1. Coordinate monthly Branch Executive and Branch Council meetings and other defined internal committees/meetings as required including taking meeting minutes.
2. Assisting with lodgement of regulatory compliance documentation and permit applications.

5.3. MARKETING & COMMUNICATIONS SUPPORT

Campaign and event support as follows (with Marketing & Communication Manager oversight/direction as required):

1. Assist with the coordination of ANMF (Tas) campaigns and events including processing of correspondence, maintaining plans, coordinating activities and attending events to support the event coordinator as required.
2. Assist with the coordination of ANMF (Tas) conferences including processing correspondence, arranging venue/equipment/catering, assisting with set up / pack down, coordinating travel and accommodation, assist with powerpoint presentations and running sheets, record/collate conference registrations as required, attend conferences to support the event coordinator as required, collate and report on conference feedback.

6. General Requirements

- Ensure the ANMF is promoted positively and effectively.
- Develop successful relationships and network with relevant internal and external stakeholders.
- Understand the roles, structure and operation of the ANMF and work within relevant legislative requirements, policy guidelines and instructions.
- Assist other staff and provide leave relief as required.
- Undertake personal and professional development as required and directed.
- Contribute to the review and development of ANMF policies, procedures and systems including developing and maintaining the procedure manual relevant to the position.
- Ensure the confidentiality of member and business information and other documentation in accordance with privacy requirements and legislation.
- Work with minimal supervision to achieve set outcomes.

7. Performance Reviews

The Business Support Officer will participate in performance review processes, professional development planning and staff development programs.

Performance reviews will take place:

- Following a period of 3 months employment;
- Following a period of 6 months employment (after which permanent employment can be offered); and
- Annual periods thereafter.