Position Description

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Senior Support Officer (Curriculum Projects)</th>
<th>Position No.:</th>
<th>CR38</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Group:</td>
<td>Curriculum</td>
<td>Classification:</td>
<td>A3</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Manager, Curriculum*</td>
<td>Duration:</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Location:</td>
<td>Sydney</td>
<td>FTE:</td>
<td>1.0</td>
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Position Overview

The purpose of this position is to deliver high quality administrative and logistical services to a range of curriculum related projects and initiatives including, but not limited to, meeting coordination, recording and distribution of minutes, project tracking and exception reporting, data entry and validation, drafting reports and other correspondence, preparation and circulation of documents, as well as records management and filing.

The position involves service delivery across a broad range of projects / initiatives requiring a capacity to multi-task, to anticipate emerging issues that might impact projects / initiatives, and to respond effectively to changing business unit and organisational priorities.

Notes (if applicable)

*Notes: The Senior Support Officer is assigned by the General Manager Curriculum to a Manager / Senior Manager to meet the needs of the Curriculum Business Unit. As and when the Curriculum Business Unit’s needs change, the General Manager Curriculum may re-assign the Senior Support Officer to a different team / Manager / Senior Manager.

Core accountabilities

1. Comply with and promote WHS instructions, policies and procedures and conduct work in a safe manner
2. Commit to, promote and model ACARA’s policies including those relating to equity, diversity and sustainability in addition to ACARA’s Values and Code of Conduct
3. Participate in and promote the performance and recognition program, including setting objectives, tracking objectives and appraising outcomes
4. Work collaboratively within the business group and across the organisation to promote communication and information sharing

Key accountabilities

The key accountabilities of this position are to:

1. Contribute to, and where appropriate, challenge project planning and evaluation activities including gathering information to assist in the estimation of timeframes, costs, resource availability, dependencies and sequencing
2. Plan for and deliver a range of support services to project working groups including the scheduling of meetings and the preparation of agendas, papers and minutes, making appropriate adjustments drawing on knowledge of the specific needs of each group being serviced
3. Track project execution by maintaining accurate records, updating project documentation in a timely and accurate way, predicting and reporting any risks or questionable findings
4. Assist with the creation and maintenance of files using ACARA’s record management system (TRIM) including the provision of advice in relation to meta-data and cataloguing

5. Assist in financial processing, specifically raising purchase orders, payment requisitions and tax invoices in coordination with Accounts payable, and performing exports of financial reports via ACARA’s finance platform (TechOne)

6. Draft a range of business documents including letters, proposals, reports, presentation materials as directed by Manager/Senior Manager, Curriculum, ensuring both content and formatting meet ACARA’s professional standards

7. Assist with the preparation of meetings, workshops and conferences, with an emphasis on those involving external stakeholders. This includes booking meetings in electronic diaries, invitations, catering, collating and photocopying documents for workshops and minute taking where required, paying particular attention to the specific needs of groups being supported

8. Provide administration services including data entry, phone calls and messages, photocopying, tracking of mail and correspondence, document management, intranet / internet content uploading and maintenance (in partnership with ICT), project management administration (via Psoda), administration of social media channels, expenditure requests, cataloguing, scanning, binding, listing and preparation for archiving and budget and time sheet administration as required, contributing to the definition of service levels required for the effective operation of the Curriculum business unit

9. Assist with reception relief when required

10. Assist with other related duties as directed by the Manager/Senior Manager, Curriculum.

Skills, Experience and Knowledge (Key Selection Criteria)

To be considered for this role candidates must be able to demonstrate they have:

1. Broad experience with project management activities for complex, multi-dimensional projects, including estimation of timeframes, costs, resource availability, dependencies, sequencing, risk assessment and issues escalation

2. Demonstrated analysis and organisational skills, including an ability to establish clarity of direction in dealing with ambiguity, adapt and prioritise workloads to meet deadlines, and a track record of contributing to process and / or service delivery improvements

3. Highly developed and adaptable communication, interpersonal and public relations skills to enable professional interaction with a range of people including senior management and other staff, the public, and representatives from community organisations

4. A proven capacity to work under regular supervision and as part of a dynamic team environment with appreciation of working styles of other team members, operate independently as needed, take initiative where appropriate, and coach others / share knowledge willingly in areas of experience

5. Demonstrated ability to develop, maintain and change record keeping and filing systems to produce accurate reports, and a capacity to analyse records to identify and report upon emerging trends

6. Demonstrated knowledge and skills in business and office administration, including well-developed skills in the Microsoft Office Suite, Desktop / Web publishing and internet research, complemented by a capacity to make effective use of proprietary systems.
Dimensions of the role

- Number of direct reports: Nil
- Number of direct and indirect reports: Nil
- Financial delegations: Nil
- HR Delegations: Nil

Important Relationships

<table>
<thead>
<tr>
<th>Internal:</th>
<th>External:</th>
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<tbody>
<tr>
<td>General Manager, Curriculum</td>
<td>Service and Goods Suppliers</td>
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<tr>
<td>Managers/Senior Managers, Curriculum</td>
<td>Stakeholders</td>
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<tr>
<td>Executive Assistant to GM, Curriculum</td>
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<tr>
<td>Senior/Project Officers</td>
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<tr>
<td>Finance officers</td>
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General Manager / CEO Approval

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<tr>
<th>Name</th>
<th></th>
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<tbody>
<tr>
<td>Signature</td>
<td>Date:</td>
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