

Office and Executive Support Manager, part-time (4 days), permanent

We are seeking a highly organised and experienced manager who loves “sorting things out” and thrives on the variety of working across a range of responsibilities and projects.

This role is critical to the smooth functioning of the whole organisation. The Office and Executive Support Manager provides expert level administrative and governance support to the Executive Director, Leadership Team and the Management Committee (Board) and helps us to ensure the best use of the resources entrusted to HCC to deliver the best possible outcomes for the WA community.

The role offers:

- A high degree of variety – working across all areas of HCC’s work and playing a key role in building our internal capability enabling us to extend our impact
- The opportunity to be part of a consumer-first organisation with a focus on improving health equity and championing health rights
- A welcoming and inclusive workplace where everyone is encouraged to bring all of themselves to work
- A competitive not-for-profit annual base salary with salary packaging
- Flexible working with the opportunity to work from home one day a week when settled in to the role
- Additional leave entitlements

About you:

- You’re looking for a role where you can apply your business, finance and administration management skills to do work that you care about
- You’re interested in the health system and care about people’s experiences of it
- You’re comfortable thinking about strategic and operational plans – and just as happy to roll your sleeves up and tidy up after an event along with your colleagues

Position overview

This role manages the business, executive and administration needs to ensure the effective and smooth running of our small hybrid workplace. A proactive, collaborative and hands-on approach is needed for our agile and adaptable organisation, which has the consumer experience and voice at its heart.

A typical week might see you doing a range of activities:

- Identifying opportunities to improve how we work, scoping projects, and working with colleagues to support the smooth roll out of any changes
- Liaising with external suppliers to ensure best value for money for HCC contracts
- Working with other HCC managers to understand the needs of their teams to be able to deliver their work to a high standard
- Identifying opportunities to generate revenue to enable us to extend our impact
- Liaising with our external bookkeeper to ensure that payroll information is captured in a timely and accurate way
- Going through project, budget and financial reports with managers to ensure we’re delivering our activities within agreed parameters
- Providing line management support to the Project and Program Support Officer

- Attending meetings and writing minutes for the HCC Management Committee (Board)

See the job description for a full outline of responsibilities for the role.

Selection criteria

Essential

1. Extensive experience of business, administration, governance, human resources and financial management and a demonstrated understanding of the realities of these for an advocacy organisation like HCC within the not-for-profit sector
2. Strong analytical skills with a keen ability to problem solve and identify opportunities for system and process improvements
3. Demonstrated experience of managing a workload across a range of projects and work areas
4. A can-do attitude and flexible approach to work with demonstrated ability to contribute actively to team activities as well as being able to work autonomously
5. Adept, or able to quickly become adept, at using the Microsoft 365 Suite and Microsoft Teams
6. Demonstrated experience in working with CRM systems, including the ability to quickly develop a comprehensive knowledge of Microsoft Dynamics CRM
7. Experience in developing, implementing, and reviewing internal policies, process documents and user guides with a focus on continual quality improvement

Desirable

8. An understanding of change management approaches fit for a small – medium organisation with constrained budgets
9. Experience in growing revenue across a range of sources including fee for service, government and philanthropic grants
10. Relevant qualification in business management or administration

To apply for the position

Send a cover letter of **no more than two pages** addressing the selection criteria, along with a current resume outlining your work experience, skills and any relevant education or training to Tara Roopra our recruitment partner at recruitment@talenting.com.au clearly stating which role you're applying for. Applications that do not address the criteria may not be considered.

- The closing date for applications is **8am on Monday 1 July 2024**.

If you require any adjustments to submit your application or wish to have a confidential discussion about the role, please contact Clare Mullen, Executive Director on (08) 9221 3422 (Ext 2) or email Tara Roopra our recruitment partner at recruitment@talenting.com.au



About us

Health Consumers' Council exists to provide a strong independent voice for people using the health system in WA and to promote and protect the rights of patients and health consumers at every level of decision making in health.

In 2024 we are marking 30 years of action and advocacy for the WA community. Over that time we have championed and supported thousands of people to assert their rights and have their say on health. There have been many successes, including the fact that consumer and community voices are now present in many spaces that they were not 30 years ago.

But there is much more to be done.

Right now, huge changes are taking place in all areas of health as well as disability and aged care. With so much change in health and social care we need strong, confident, connected consumers that feel supported to speak up for their rights at every level of health more than ever.

And so in 2024, our 30th anniversary year, we are renewing our commitment to ensuring a strong presence for consumers and community members in all decisions relating to the health of Western Australians.

Exciting times ahead! Help us continue to build and grow the consumer movement in health

To help us achieve our vision of improved health outcomes and experiences for everyone, driven by strong health consumer voices at every level of decision making in health, we are growing our small but mighty team.

By making changes to some existing roles and having secured some growth funding, we are excited to invite new people into our team.