

Position Description

Office and Executive Support Manager

POSITION	LEVEL	LOCATION	REPORTING RELATIONSHIP
Office and Executive Support Manager	SCHADS L6	Mt Lawley and occasionally from home	Reports to Executive Director

ORGANISATIONAL CONTEXT

The Health Consumers' Council of WA (HCC) is an independent community-based organisation, which has operated since 1994, representing the consumer voice in health policy, planning, research and service delivery. We exist to ensure that consumers' rights are upheld in the system at every level of decision making.

HCC provides an individual advocacy service to health consumers experiencing difficulties in the health system. We also facilitate respectful partnerships and inclusive, meaningful engagement at all stages and all levels so that people are able to access support to ensure diverse lived experience voices drive positive change.

POSITION OVERVIEW

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. The postholder will ensure the best use of the resources entrusted to HCC to ensure the best possible outcomes for the WA community. Areas of responsibility include caring for our people, caring for our finances, caring for our facilities and assets, and ensuring we maintain the highest standards of governance and quality. The role works across all areas of HCC ensuring we have robust processes in place to meet all contractual and other obligations. The role also leads and manages the office support team and may undertake the management of ad-hoc projects as directed by the Executive Director.

VISION, PURPOSE AND VALUES

Vision: Equitable, person-centred, quality health care, and improved health outcomes and experiences for everyone in WA

Purpose: To amplify and champion the voices of WA health consumers to drive positive outcomes in health and healthcare

Values

- **Equity and inclusivity:** We are proactive at seeking out and elevating the perspectives of people who are disadvantaged by existing structures
- **Compassion:** We bring kindness to the work we do and the way we treat each other. We care for our people supporting them so that they can care for others
- **Collaboration:** We prioritise relationships as the key to making change happen. We seek to bring all voices and experiences into discussions
- **Courage:** We are not afraid to stand up for consumer rights in the face of conflicting views
- **Care:** We take care of the community's perspectives and stories that are shared with us and are careful with the funds that we receive. We understand the privilege of doing this work and carry consumer stories into every encounter
- **Integrity:** As we hold health services to account, we also hold ourselves to account for upholding the highest standards of integrity and ethics in our work

Position Description

Office and Executive Support Manager

KEY RESPONSIBILITIES

Office management

Human Resources

- Provide effective and efficient Human Resources administration and coordination including recruitment, payroll and leave processes
- Stay abreast of key developments affecting HCC workforce and employment conditions
- Works with the Executive Director and other managers to nurture a positive workplace culture where people can thrive and do their best work

Financial management

- With support from external contracted financial services and in collaboration with Executive Director, develop, monitor, and manage HCC's budget ensuring that managers are supported to deliver activities within agreed budget parameters
- Confirm payroll data with bookkeeper, ensuring timesheets are audit-compliant
- Coordinate the annual financial audit with the external financial services contractor and the Auditor
- Liaise with insurers, contractors, banks and other external stakeholders to manage supplier contracts, address and manage any issues of concern, and achieve the best possible value for money
- Manage banking including corporate credit cards, purchasing and supplier management
- Undertake and approve expenditure within HCC delegation of authority policy

Facility and resource management

- Manage and develop processes to ensure that all HCC facilities, assets and resources are fit for purpose well managed and used to achieve the delivery of HCC's activities
- Liaise with property manager, property owner and other stakeholders to ensure that relevant contracts represent value for money and that facilities are maintained adequately to enable the efficient delivery of HCC's activities
- Oversee the maintenance of HCC's asset management register
- Oversee the processes for hiring and booking HCC's facilities

Systems management and reporting

- Oversees the function of organisational-wide systems including CRM and Microsoft Teams, including supporting the development of team member capabilities and standard practices for system usage
- Acts as main point of contact for managed IT services, working with external account manager to ensure IT systems are fit for purpose and up to date
- Manages HCC's internal and external data management and reporting processes and practices that help inform understanding of impact and provide insights for effective decision-making and continuous improvement actions
- Stays abreast of relevant developments in relation to cyber-security and other mechanisms to ensure the safety and confidentiality of HCC's data

Position Description

Office and Executive Support Manager

KEY RESPONSIBILITIES (cont)

Executive Support

Governance, quality and compliance

- Maintain an organised and pre-planned approach to internal and external governance and compliance requirements and stay abreast of legislative changes impacting on HCCs operations (eg ACNC, workplace health and safety, industrial relations etc)
- Provide high level secretariat support to Management Committee and Sub-Committees including producing minutes and action tables
- Review and update organisational registers including compliance and feedback
- Coordinate HCC's risk management process
- Coordinate preparation and submission of HCC's Annual Reports and relevant contract reports
- Manage HCC's internal policy and procedure documents and their review cycle
- Support the development and application of project plans and risk management matrix for specific areas of operation
- Manage the operational planning and reporting process supporting managers to deliver on objectives

Leadership

- Work with the Leadership Team and the HCC Management Committee to develop HCC's strategy and operational plans
- Work collaboratively with other staff to contribute to a values-based culture of people development, employee wellbeing and a high performing organisation
- Manage administration and support staff, providing direction, support and guidance to ensure they are appropriately resourced and have the necessary skills and abilities to fulfil their roles effectively.
- Supports the Executive Director, Leadership Team and the HCC Management Committee to access specialist advice on Finance, HR, IT and Business Systems
- Participate in organisational development to enhance HCC's ways of working and supporting structure and systems
- Identify and pursue opportunities to generate additional revenue in line with HCC's strategic and operational priorities

Individual Commitment

- Actively embrace and integrate HCC's purpose, vision and values into the role, and models appropriate behaviours
- Conform to HCC's conditions of employment; code of conduct; policies and procedures; and relevant legislation and standards
- Demonstrate a commitment to ongoing personal and professional development
- Displays initiative and a confident ability to work autonomously as well as part of a small team, asking for help and guidance where appropriate

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KEY OUTCOMES

- Management Committee and Leadership Team receive high-level executive support to enable confident and compliant execution of their responsibilities
- HCC staff and volunteers have the tools and resources they require to deliver on strategic and operational priorities
- HCC's financial and resource management is effective and efficient, supported by fit-for-purpose business systems and processes that position the organisation for sustainable operations including the capacity to respond to and create growth opportunities
- HCC meets contractual, quality and regulatory requirements, and any actions arising from audits are implemented to maintain ongoing compliance
- Administration staff are supported to be able to fulfil their roles at HCC through appropriate direction, guidance, coaching, feedback and performance management

CULTURAL COMPETENCIES

- Willing to be guided by cultural advice from Aboriginal staff and Aboriginal community members
- Demonstrated awareness of the social determinants of health and the potential barriers to inclusion in employment and services experienced by people who are marginalised

EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS

Essential

1. Extensive experience of business, administration, governance 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

OTHER EMPLOYMENT REQUIREMENTS

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- Must have the right to work in Australia
- National Police Clearance (obtained within the last six months), or the ability to obtain one if successfully appointed to the role
- Current Working With Children Check (obtained within the last six months), or the ability to obtain one if successfully appointed to the role

Creation Date: June 2024

Date to be reviewed: June 2026



Date: 20/06/24

Exec Director Approval: