

At AITSL, we believe every Australian child deserves a quality education. This relies on quality teaching and effective school leadership. We drive effective and inspiring teaching and school leadership, to improve student learning in the classroom.



Position Description

Position title:	Business Support Officer
Work location:	Melbourne
AITSL classification & remuneration range:	Associate (Level 1): \$68,021 - \$81,626 inclusive of superannuation
Employment status:	Full time, Fixed term to 31 July 2019
Reports to:	Office Manager

Position Overview

The Business Support Officer (BSO) is an administrative 'all-rounder' providing outstanding customer support across the organisation within a newly developed shared service model. Working as part of the Business Support team, the BSO will collaborate with other team members to deliver a range of administrative and project support services.

Who are we looking for?

We are looking for a customer focused and flexible administrative support officer who has strong interpersonal and communication skills.

You will excel in working in a fast-paced, multi-faceted environment where no two days are the same. You need to be comfortable with multiple tasks, focused on quality results and responsive to stakeholder needs.

You will enjoy the challenge of contributing to a new working style for the organisation, taking ownership for identifying improvements to processes and implementing new systems.

Key Accountabilities

- Establish, develop or contribute to administrative processes as part of the Business Support team in order to provide timely and effective support to other business areas within AITSL.
- Provide administrative and support services to various business areas within AITSL, including but not limited to, handling incoming calls, inbox management, documentation management (physical and electronic filing), data entry, photocopying and scanning.
- Assist project teams to budget and acquit their projects in a timely manner, to a set standard using internal budgeting or reporting models.
- Coordinate meetings and assist with administrative support, including the taking and preparing of meeting minutes/agendas, presentations, meeting papers, with follow-up and reporting of actions arising from such meetings.
- Develop and maintain collaborative networks and relationships with key internal and external stakeholder groups.
- Assist in the scheduling and coordination of events and meetings, including but not limited to coordination of calendars, catering and room bookings, travel bookings and other administrative arrangements for internal and external stakeholders.
- Provide assistance with office systems to ensure the proper and efficient operation of the office including but not limited to maintaining office supplies or stationery, promotional material supplies, and correspondence registers as required.
- Process invoices and reimbursement claim requests to ensure proper and efficient operations of financial processes.
- Provide accurate advice and assistance on financial processes such as procurement and expenditure and maintain budgetary records across AITSL business areas as required.
- Participate in rotating roster for reception duties and undertake other duties consistent with the employee's skill and competencies as directed by the Corporate Operations Officer or a member of the Senior Executive Team.

Business Support Officer Attributes

- Superior interpersonal skills and strong stakeholder relationship management.
- An ability to deliver time-critical work under broad direction, in a fast-paced environment.
- Mature minded, flexible and agile with a "can do" attitude.
- Ability to work collaboratively and flexibly both in and across teams and independently, and in an environment with changing demands.
- A general knowledge of and interest in the education sector.

Key Selection Criteria

- Undergraduate qualifications in a relevant discipline with some experience within a shared or professional services environment; or a combination of extensive relevant experience and business focussed training.
- Intermediate proficiency in a wide range of software applications such as Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Visio) and some experience in managing basic financial procedures. Advanced skills in Word, Excel and Outlook will be highly regarded.
- Experience in coordinating meetings, events and end to end travel arrangements.
- Demonstrated ability to influence and forge working relationships with internal and external stakeholders.
- Evidence of high level of organisational skills and demonstrated time management skills with a proven ability to prioritise tasks to meet competing deadlines with a high degree of accuracy and attention to detail.
- Excellent oral and written communication skills.
- Evidence of ability to think innovatively, be proactive and exercise judgement and decision-making within policy and procedural guidelines.

Special Requirements

- Willingness to be flexible in start and finish times within the spread of core business hours of 8:00am – 5:30pm. The ability to work outside of standard hours may be required from time to time.
- Willingness to participate in a rotating roster for reception duties encompassing a range of tasks including but not limited to setting up meeting rooms, greeting visitors, assisting with catering and other duties.
- An ability to travel if necessary for the purposes of meeting requirements of the role.

Remuneration

Remuneration will be at Associate (Level 1) (\$68,021 - \$81,626 inclusive of superannuation). The successful candidate will be required to enter into a contract until 31 July 2019.

AITSL makes no representation that this employment agreement will be continued for any particular period of time, or at all, after 31 July 2019.

How to apply

Click the APPLY button and you will be redirected to the appropriate website to lodge your application. Please submit your resume and a cover letter addressing the Key Selection Criteria.

Should you have any enquiries about the role, please contact us via employment@aitsl.edu.au

Who are we?

AITSL is a public company based in Melbourne. We are funded by the Australian Government. The Commonwealth Minister for Education and Training is the sole member of the company.

As a national body, we were established to promote excellence in the profession of teaching and school leadership. We work with the education community to improve student learning by:

- defining and maintaining standards for initial teacher education, teachers and principals;
- leading and influencing improvement and reform in initial teacher education, teaching and school leadership;
- supporting, recognising and extending high quality, high impact professional practice.

We operate under our own constitution, and are governed by an independent Board of Directors who bring diverse professional experiences and expertise in educational practice, research and provision to the work of the Institute. Visit: www.aitsl.edu.au for more information about AITSL.

AITSL's Behaviours

We are committed to the key principles of equity and excellence in the education of all young Australians, in order to cultivate successful learners, confident and creative individuals and active and informed citizens.

We have a series of guiding behaviours that underpin and guide our work as individuals and as an organisation.

We will:

- Be up for the challenge
- Embrace change and work to maximise impact
- Work together and own the whole job
- Be respectful, listen to each other and learn from each other

AITSL is an equal opportunity employer and is committed to building a culturally diverse organisation. We strongly welcome and encourage interest from Aboriginal and Torres Strait Islanders and people from culturally diverse backgrounds. We also strongly welcome and encourage people with disabilities to apply for roles with AITSL.