

<b>Position number:</b>	PN056	<b>Last reviewed:</b>	September 2021
<b>Designation:</b>	Program Support Officer		
<b>Classification:</b>	Full time	<b>Salary Band:</b>	Band 2 (salary package \$56,000-\$61,000 pa (plus 10% superannuation))
<b>Business area:</b>	Medical School Assessment, Accreditation		
<b>Reports to:</b>	Accreditation Officer, Medical School Accreditation		
<b>Key stakeholders</b>	AMC Accreditation team AMC reviewers, education providers		

### The AMC

The Australian Medical Council (AMC), is an independent national standards body for medical education. Our purpose is to ensure that the standards of education, training and assessment of the medical profession promote and protect the health of the Australian community

We do this by setting standards, and accrediting programs and providers of medical programs such as medical schools in universities and specialist medical colleges against those standards. AMC accreditation staff manage these processes by developing and implementing policy and procedures, supporting the expert teams that assess programs, and supporting the committees that oversee the accreditation programs. You can read about the AMC, our work and our values here: <https://www.amc.org.au/>

### The position

This position is in the Accreditation Section, which includes approximately 12 people working in small teams of three-four and focusing on different phases of medical education and projects. It is a varied and interesting administrative role, assisting across the teams with program and project co-ordination and evaluation activities. The role holder will also contribute to event management, and provide administrative and logistical support across several committees and working groups. The successful candidate will be a highly organised person with great attention to detail and initiative who enjoys dealing with a wide range of people in a busy environment. The role also involves exposure to accreditation processes and policy-making and would be suitable for candidates interested in developing skills in policy, project co-ordination and/or process improvement methodologies.

### Position Responsibilities

1. Working with Accreditation team members and the AMC's governance team to schedule and monitor accreditation work. For example, developing and maintaining project plans and supporting the team to provide papers to committees
2. Providing administrative support for the assessments of medical schools. For example, keeping track of the timelines and templates, scheduling meetings with medical schools and assessment teams, arranging travel and logistics when meetings are in person.

3. Contributing to projects. For example, helping with desk-based research, summarising feedback/evaluation data or co-ordinating workshops and meetings.
4. Assisting with data entry and management.
5. Contributing to the editing of AMC policy papers, reports to stakeholders, and public material in line with AMC style and formatting guides.
6. Assisting with the coordination of email queries through the team inbox.
7. Other duties as directed.

## Key Selection Criteria

### *Behaviours*

- Is honest and open and demonstrates integrity with colleagues and stakeholders
- Is inclusive, respectful and supportive, contributing to a culturally safe environment for all staff
- Is accountable for own work and recognises limits of expertise
- Provides great customer service for internal and external stakeholders
- Demonstrates commitment to learning, and review and improvement of work practices and to sharing good work practice
- Supports others in the work team to achieve goals
- Supports and upholds the AMC's values - Openness and Accountability, Collaboration, Innovation, Striving for excellence, Integrity, and Cultural safety

### *Essential skills and experience*

- Building relationships with a wide range of customers and adapting to meet their differing needs
- Excellent organisational skills
- Attention to detail
- Ability to proof read written work for accuracy and quality
- Effective management of time, workload demands and competing priorities
- Clear, accurate and effective written and spoken communication skills
- Comfortable with Microsoft Office Word, Excel and PowerPoint and open to new software

### *Desirable skills and experience*

- Experience of project administration or co-ordination
- Experience of supporting committee or working groups processes
- Some awareness of quality assurance or quality improvement processes
- Some exposure to basic data analysis or experience in producing simple management reports that include the presentation of data

AMC Values	
<ul style="list-style-type: none"> <li>• Openness and Accountability</li> <li>• Cultural Safety and Cultural Competence</li> <li>• Collaboration</li> </ul>	<ul style="list-style-type: none"> <li>• Innovation</li> <li>• Striving for Excellence</li> <li>• Integrity</li> </ul>

- *The AMC encourages Aboriginal and Torres Strait Islander and Māori Peoples to apply for all roles advertised.*

- *To ensure we meet our strategic goal of ensuring culturally safe practice to improve health outcomes, the AMC understands that we require Aboriginal and Torres Strait Islander and Māori Peoples in our workforce.*
- *The AMC is committed to a working environment that is inclusive and culturally safe for all.*
- *The AMC works closely with a number of Aboriginal and Torres Strait Islander and Māori stakeholders. It is a requirement that staff must ensure a working environment that is inclusive and culturally safe at all times.*
- *All staff are required participate in ongoing cultural safety training.*