

# Position Description

<b>Position number:</b>	PN236	<b>Last reviewed:</b>	May 2025
<b>Designation:</b>	Corporate Services Support Officer		
<b>Classification:</b>	Permanent, Part time	<b>Salary band:</b>	Band 3
<b>Business area:</b>	Corporate Services		
<b>Reports to:</b>	Chief Corporate Officer		
<b>Key stakeholders:</b>	Corporate Services, AMC Staff, External contributors		

## Organisational purpose

The AMC's 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.

## AMC values

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|--|--|---|
| <ul style="list-style-type: none"> <li>Integrity</li> <li>Cultural safety and cultural competence</li> </ul> | <ul style="list-style-type: none"> <li>Collaboration</li> <li>Openness and accountability</li> </ul> | <ul style="list-style-type: none"> <li>Striving for excellence</li> <li>Innovation</li> </ul> |
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## Business area purpose

Corporate Services represents People & Culture, Finance, Travel and Administration teams and is responsible for providing support to AMC Staff and external stakeholders.

The Finance team is responsible for the financial well-being of the AMC, including responsibility for accounts receivable, accounts payable, payroll, financial reporting, and maintaining financial controls.

The Travel team is responsible for effectively coordinating travel, accommodation and meeting requirements for AMC staff, committee members and AMC affiliates.

The Administration team works across all areas of AMC to support their daily needs, managing office administration including liaising with external stakeholders and coordinating events within the Canberra office.

## Position purpose

The purpose of this position is to be primarily responsible for managing travel expenses and allowances, travel reimbursements and reconciling the monthly travel costs. This position also provides support to the Administration team when managing enquiries from external stakeholders.

The Corporate Services Support Officer will work closely with all parts of the organization, requiring strong attention to detail, sound knowledge of relevant policies and procedures, and the ability to communicate effectively with stakeholders both internal and external to the organization.

#### **AMC commitment to cultural safety, diversity, and inclusion in the workplace**

The AMC aims for a diverse workforce to reflect the Australian community we serve. We believe diversity improves ideas and results in better outcomes and our employment policies reflect our commitment to diversity and inclusion.

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/or 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 AMC staff are required to participate in ongoing cultural safety training.***

To ensure we meet our strategic goal of ensuring culturally safe practice to improve health outcomes, the AMC understands that we require Aboriginal and/or Torres Strait Islander and Māori Peoples in our workforce. ***The AMC encourages applications from Aboriginal and/or Torres Strait Islander and Māori Peoples for all roles advertised.***

#### **Position responsibilities**

##### **1. Travel Claims and Reimbursements:**

- Review, collate and summarise travel claims by external stakeholders, including flight reimbursements, for eligibility and compliance with organisational policies.
- Assist in the review and verification of travel claims and allowances submitted by staff for accuracy, eligibility and compliance with organisational policies.
- Communicate with travellers to resolve discrepancies or obtain missing documentation.
- Review each hotel invoice to identify duplicate charges that may require reimbursement from the traveller.
- Collaborate with the AMC Travel and Finance teams to obtain information and resolve issues, where required.

##### **2. Travel Reconciliation:**

- Utilise the system to prepare the travel expense reconciliations, ensuring proper allocation of costs to accounts or projects.
- Assist with monthly reporting of travel expenditure.

##### **3. Administration Support:**

- Provide backup support for reception duties including directing enquiries from external stakeholders received via the phone or email to the relevant business areas.
- Support other team members during peak periods, staff leave, or as required.

#### **4. Compliance and Continuous Improvement:**

- Stay up to date with organisational travel policies.
- Suggest improvements to streamline claim processing and reconciliation procedures.
- Maintain accurate records and support audit and reporting requirements.

#### **Position key results area (KRAs)**

##### **Travel Claims and Reconciliation**

- Accurate and timely review of travel claims in accordance with organisational policies.
- Clear and effective communication with claimants regarding documentation or policy issues.
- Accurate preparation and allocation of travel expenses within the reconciliation
- Minimal errors and rework due to adherence to procedure.
- Timely preparation of monthly reports including the reconciliation.
- Maintenance of accurate, audit-ready records.
- Contribution to the development and implementation of process improvements.

##### **Administrative Support**

- Efficient delivery of administrative support functions during peak periods or staff absences.
- Positive feedback from internal stakeholders on support provided.

##### **Team Collaboration and Communication**

- Effective collaboration with team members and staff to ensure continuity of service.
- Responsive and professional communication with internal and external stakeholders.

#### **Key selection criteria**

- Demonstrated experience in administrative or financial support roles, ideally involving travel or expense processing.
- Strong attention to detail with a high degree of accuracy in documentation.
- Excellent communication and interpersonal skills, with a customer-focused approach.
- Competence in Microsoft Office applications, particularly Excel.
- Ability to work both independently and collaboratively, managing multiple tasks and deadlines.
- Adaptability and willingness to provide support across a variety of administrative functions.