

Position Description

Position number:	PN240	Last reviewed:	June 2025
Designation:	Administration Support Officer		
Classification:	Part-Time (3 days per wk)	Salary band:	2
Business area:	Strategic Policy and Research Team		
Reports to:	Head of Administration and Project Management		
Key stakeholders:	AMC staff and expert groups		

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

The Strategic Policy and Research Section designs and implements projects to deliver on the AMC's aim of excellence in healthcare through a highly trained medical workforce. Staff work across AMC business teams and external partners to support strategy, policy and research projects.

Position purpose

This position works in a small administrative team to support the AMC's strategic policy and research work with agile, detail-focused and professional administration.

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

The AMC aims for a diverse workforce that reflects 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 and key results areas

The Administration Support Officer:

- 1 Supports the AMC's engagement of external experts and stakeholders in AMC work (key results area):
 - coordinates with and provides professional and client focused support to clients
 - organises face-to-face and online meetings using AMC meeting practices
 - manages online meetings, and collaboration portals and sites
 - drafts, formats, proofs and circulates agendas, briefing notes and records of meetings for team members
 - manages work so that deadlines for meetings and events are met
 - manages committee records, memberships, and stakeholder lists.
- 2 Contributes to project management (key results area)
 - supports project leads to track workloads, manage timelines, project plans, and records.
 - supports project set up and management, using systems and processes to support collaboration.
- 3 Event management (key results area)
 - contributes to running events such as stakeholder consultations, surveys, and workshops, including establishing timelines, effective working relationships with external partners to support delivery of high quality and engaging online and face to face event events.
- 4 Information and communications management (key results area)
 - helps with monitoring, managing and tracking enquiries and correspondence, and project communications.
 - keeps stakeholder and client details up to date.
 - manages documentation and records in line with AMC record-keeping policy.
 - helps plan, organise and maintain the meeting calendar and diary for the Strategic Policy and Research Team so a wide range of responsibilities are effectively managed.
- 5 Other duties as directed.

Key selection criteria

Experience/knowledge

1. **Demonstrated experience in administrative support** across a range of functions, including diary management, drafting, record keeping, data entry, proofing, and document preparation.
2. **Proven ability to use a variety of office systems and software**, particularly Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), online meeting tools, and electronic records management systems.
3. **Experience in providing high-quality client service**, with the ability to respond professionally and efficiently to internal and external enquiries and support needs.
4. **Knowledge of administrative procedures and office protocols**, including confidentiality, document control, and records management.
5. Basic project management.
6. **Experience in coordinating meetings and events**, including drafting agendas and compiling meeting documentation, minute-taking, coordinating venue support, and following up on action items.

Skills and capabilities

- commitment to teamwork and supporting others to achieve outcomes
- ability to plan and organise workload, including time management and competing demands
- accuracy and attention to detail
- demonstrates commitment to learning, and review and improvement of work practices
- self-assesses quality of work to ensure it meets AMC standards
- skills needed for clear, effective, and accurate communications within work teams and with partners and stakeholders.