

Position Description

Position Title:	Project Support Officer (Social Policy and Research)	Business Unit:	Policy & Research
Classification:	(SCHADS Award) Level: 3	Reports to:	Director Social Policy and Research
SNAICC above award salary:	SNAICC Scale: 3.1 - 3.4: \$73,206 - \$76,550	No. Direct Reports:	0
Employment Type:	Fixed term - 2 Years	FTE:	1.0

Established in 1981, **SNAICC – National Voice for our Children** is the National Peak Body in Australia for Aboriginal and Torres Strait Islander children. SNAICC's vision is that Aboriginal and Torres Strait Islander children, young people and families are protected, our communities determine their own futures, and our cultural identity is valued.

We work to amplify the voice of community and the sector for the fulfilment of the rights of our children. SNAICC is governed by a Board of Directors: Aboriginal and Torres Strait Islander leaders from the early years, child safety, development and well-being sectors.

SNAICC plays a key role in the following areas:

- **Community and sector voice:** SNAICC engages with Aboriginal and Torres Strait Islander community and the sector to understand their needs and aspirations and give a strong voice to these perspectives. We also communicate back to and with community on key issues, programs and projects;
- **Research, policy and leadership:** SNAICC seeks to understand and share what works to drive better outcomes for Aboriginal and Torres Strait Islander children and families and translate this into policy and practice;
- **Sector development:** SNAICC works with and supports the sector to enhance the quality, access and sustainability of services.

Business Unit:	SNAICC's Policy and Research team leads targeted and largescale projects and policy reform agendas to develop legislation, policies, programs and practices that support safety, development and wellbeing for Aboriginal and Torres Strait Islander children. Projects involve close collaboration with Aboriginal and Torres Strait Islander community-controlled organisations, mainstream services, governments, and other peak bodies.		
Position Summary:	The Project Support Officer will provide high level executive support to the Director and broader team to manage the day to day operations of the business unit. This includes calendar and inbox management, coordinating workflow in and out of the unit, booking travel and coordinating meetings with internal and external stakeholders.		
Position Characteristics:	Scope:	As part of the Policy and Research team, the incumbent reports to the Director Social Policy and Research and provides day to day support to the Policy and Research team.	

	Significant internal/external relationships:	<ul style="list-style-type: none"> • Director Social Policy and Research and Management Team • Chief Executive Officer and Executive Team • Project Support Officers across SNAICC
	Special Conditions:	Aboriginal and Torres Strait Islander people are encouraged to apply
	Delegations:	In accordance with SNAICC's Board/CEO delegations and quality requirements, policies, and procedures.

Key Responsibilities:	Relevant areas & levels within SNAICC Competency Framework.
<ul style="list-style-type: none"> • Provide high level executive support to the Director including calendar and inbox management, travel booking and general administrative support. • Assess and prioritise incoming work and correspondence to support the Director to allocate tasks across the team. • Develop and implement workflow management processes to ensure clear, transparent and efficient tasking and approval of the business unit's work. • Lead on the coordination and logistical arrangements for meetings and functions, including liaising with attendees and presenters, organising venue bookings, managing calendar invitations and RSVPs and supporting with audio-visual requirements as needed. • Where required, provide secretariat support for meetings including working with the Director to set meeting agendas, collating papers, taking actions and scribing. • Ensure the Director has all required documentation (e.g. agendas, meeting papers, action lists, slide decks, correspondence) in preparation for meetings, conferences and presentations. • With support from the Director, draft responses to correspondence. • Track workflow and priorities across the Policy and Research team to ensure deadlines are met and approval processes and followed. • Support the team with business unit planning and reporting including developing templates, managing filing and tracking deadlines for reporting requirements. • Research, collate and provide feedback to the management team on business processes and improvement initiatives. • Work collaboratively with administrative staff across SNAICC to ensure coordinated scheduling and standardised processes across the organisation. • Maintain clear, efficient and appropriate filing and records management processes. 	<p>1. Organisational Awareness & Professionalism</p> <p>1.2.1 Organisational Awareness 1.2.2 Time management 1.1.3 Ethics 1.1.4 Taking Responsibility 1.2.5 Problem solving</p> <p>2. Community and Interagency Relations</p> <p>2.1.1 Networks and stakeholders 2.1.5 Social Justice</p> <p>3. Communication & Relationship Skills</p> <p>3.2.2 Written communication. 3.2.3 Verbal Communication 3.2.5 Interpersonal Skills</p> <p>5. Resources, Assets & Sustainability</p> <p>5.1.2 Financial management 5.2.3 Procurement</p> <p>6. Service Delivery</p> <p>6.1.2 Knowledge of Sector Issues 6.1.3 Stakeholder Outcomes 6.1.4 Diversity</p> <p>8. Program and Contract Management</p> <p>8.1.1 Program development 8.1.4 Achieving results</p>

Safety and Wellbeing <ul style="list-style-type: none"> Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards, and injuries. Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training. 		9. Risk Management, Workplace Safety & Quality <ul style="list-style-type: none"> 9.1.1 Strategy 9.1.2 Quality 9.1.3 Risk Management 9.1.4 Health Safety Wellbeing 	
Common duties shared with other SNAICC staff Contribute to SNAICC internal planning processes including staff meetings, review of SNAICC strategic and operational plans and review of SNAICC priorities and functions.		4. Leadership and Teamwork <ul style="list-style-type: none"> 4.2.1 United Vision 4.1.2 Strategic focus 4.2.3 Team Dynamic 4.1.4 Conflict Management 4.1.5 Values diversity in team and supports colleagues 	
Selection Criteria	Knowledge and Experience	<ul style="list-style-type: none"> Highly proficient in coordinating administrative tasks Demonstrated experience providing executive support including managing calendars and travel schedules and responding to ad hoc requests. Strong relationship building skills including the ability to work with a range of stakeholders with diverse working styles. Excellent interpersonal, verbal, and written communication skills. Proficient with suite of Microsoft Office programs. Exceptional organisational skills including the ability to manage competing priorities to meet deadlines. Strong problem-solving skills including an ability to develop and implement processes and streamlined ways of working. Ability to maintain confidentiality and exercise discretion when handling sensitive information. Demonstrated ability to work with Aboriginal and Torres Strait Islander organisations and people. 	
	Qualifications	Relevant qualifications or experience in office or business administration.	
	Values	Cultural Safety	<ul style="list-style-type: none"> Aboriginal ways of knowing, doing and being are our foundation and embedded in all aspects of our business activities. We expect cultural humility from those we work with.
		Collaboration & trust	<ul style="list-style-type: none"> We value reciprocity and partnerships. We show curiosity rather than judgement and give people the benefit of the doubt.
		Respect and kindness	<ul style="list-style-type: none"> We are all valued and valuable. We communicate with people holistically, recognising their humanity.
		Accountability and integrity	<ul style="list-style-type: none"> We do what we say we will. We accept individual and shared responsibility for our actions and outcomes.
		Staff Wellbeing	<ul style="list-style-type: none"> We are committed to the wellbeing of our staff.

Health, Safety & Wellbeing Requirements	<ul style="list-style-type: none"> • Participate in and contribute to Health Safety and Wellbeing activities to ensure a safe work environment for staff, clients, contractors and visitors • Comply with SNAICC WHS policies and procedures to participate in the achievement of a safe working culture • Where appropriate, participate in workplace inspections, accident reporting and investigations, provide information, instruction and coaching 	
Organisational Expectations	Compliance with organisational policy, procedures including code of conduct.	
Approvals:	CEO Name: Catherine Liddle Date:	Director Operations & HR Name: Fran Whitty Date:
Acknowledgement of Incumbent	I have read and understood the requirements of the Project Support Officer (Social Policy and Research) position Name: (please print): _____ Signature: _____ Date: _____	