



Position Description



Position title	Office Manager
Responsible to	Director, People & Culture
Responsible for	Corporate Support Assistant (Nowra)
Location	Wollongong
Salary range	Band 2 (\$82,295 - \$90,731)
Conditions	National Employment Standards Employment Contract Company policies and procedures Flexible work practices
Remuneration and benefits	Base salary plus superannuation at statutory rate Salary packaging in line with Registered Health Promotion Charity status Professional development opportunities
Probity checks	Reference checks National Criminal Record Check Qualifications/Certifications required for the position Professional registrations and memberships as required for the position
Level of delegation	As outlined in Delegations Policy
Acknowledgement of Country	COORDINARE South Eastern NSW PHN, acknowledges the Traditional Owners and Custodians of the lands across which we live and work. We pay our respects to Elders past, present and emerging, and acknowledge Aboriginal and Torres Strait Islander peoples' continuing connection – both physical and spiritual – to land, sea and sky.

About us

COORDINARE, as the South Eastern NSW Primary Health Network, is dedicated to fostering healthier communities.

We focus our efforts on those who face the biggest inequities. To do this, we collaborate with the community, general practices and other stakeholders to design solutions that make it easier for people to get the health care they need.

We will also use our knowledge and commissioning expertise to attract new funding partners to expand our impact.

Our purpose

To improve the health of communities in South Eastern NSW.

Our priorities

Our three objectives and key priorities are:

1. **Accessible care** – by improving access to services such as mental health, alcohol and other drugs, chronic conditions, after hours and urgent care- especially for priority groups.
2. **Systemised care** – by strengthening linkages between primary care and the broader health system. We support general practice and commission coordination and navigation services that guide individuals through their health care journey.
3. **An activated community** – by fostering health across the lifespan, addressing the social determinants of health, increasing prevention activities, and improving community resilience and social connectedness.

As a growing, innovative, and resilient organisation, we achieve our priorities through our strengths in:

- Consumer engagement
- Professional capacity
- Financial resilience
- Communications and influence
- Research and evidence
- Data and IT capability

Our values

- We build trusted and meaningful relationships
- We respect and include diverse voices
- We act with integrity
- We embrace change with purpose

Our processes

COORDINARE commissions services from our stakeholders, rather than providing services directly. Commissioning involves starting with understanding our communities' needs, identifying commissioning opportunities and then gauging the impact of our initiatives on the community.

COORDINARE uses population health data, and input from our two GP-led Clinical Councils, the Community Advisory Committee, the Aboriginal Health Council, general practices, and through our strategic alliances with the Local Health Districts, to identify needs, set clear local priorities, and implement government initiatives.

Purpose

The primary purpose of this role is to ensure the smooth operation and oversight of key corporate functions within COORDINARE. This includes meticulous attention to detail to maintain a seamlessly functioning office and effective facilities management across the organisation.

The role is pivotal in providing comprehensive administrative and general office services, ensuring timely and professional responses to communications, coordinating workplace health and safety (WHS) activities, managing property and equipment leases, and overseeing the maintenance of operational corporate systems.

Additionally, the role supports the delivery of executive and corporate services through a centralised model, promotes continuous improvement of administrative systems and processes, and assists with organisation-wide event management.

Key accountabilities

- **General Administration:** Provide administrative and general office support to the organisation including the Executive Leadership Team as required.

- **Office Management:** Overseeing daily office operations across our 4 locations to ensure a clean and organised work environment.
- **Facilities Management:** Coordinate and oversee maintenance activities to ensure that all services and facilities are regularly maintained and operate efficiently. This involves conducting regular inspections, addressing maintenance issues, and ensuring compliance with organisational policies.
- **Workplace Health and Safety (WHS):** Oversee WHS activities across our 4 locations as outlined in our Policy. Provide WHS inductions and other training are part of COORDINARE’s employee onboarding.
- **Enquiry Management:** Manage phone and email enquiries with discretion, ensuring they are appropriately directed and handled in accordance with the Corporate Support process. Apply interpersonal and problem-solving skills to negotiate suitable outcomes for those supported, while ensuring that confidential and sensitive matters are treated with the utmost care. **Event Coordination:** Assisting in the planning and execution of company events, meetings, and conferences, including logistics, catering, and setup.
- **Process Improvement:** Continuously refine and support the administration functions across the organisation to improve processes and service delivery. Implement and deliver a centralised corporate support model to ensure efficient, consistent, and effective administration services across the organisation.
- **Operational Documentation, Corporate Systems and Onboarding Management:** Maintain several registers, checklists, procedures, corporate systems and guides to support the overall management of onboarding of new employee onboarding and the daily operations of our PHN over 4 locations.
- **Performance Development and Employee Support:** Develop the performance of your team by utilising the organisation’s Performance Development Planning process. Provide ongoing support and guidance to ensure continuous improvement and professional growth.
- And other duties as requested.

Key challenges

- Working in a busy environment where there are competing demands, tight deadlines and limited resources.
- Determining appropriate action to be taken when responding to issues raised by internal and external stakeholders.
- Facilitating a seamless transition to remote work arrangements and ensuring that remote employees have the necessary support and resources.

Key outcomes

- High level office management and administrative support for COORDINARE.
- High service standards achieved with respect to the company’s corporate phone line, generic email and website enquiries.
- Effective shared Corporate Support function that operates efficiently and effectively across the organisation.
- Effective relationships with internal and external stakeholders developed and maintained.
- Opportunities for efficiencies and system improvements within scope of role identified and implemented.

Selection criteria

Area	Specific requirement
Qualifications	Demonstrated extensive and relevant experience in providing office administration support
Priority checks	Criminal History Check
Registration and licensing	NSW Drivers Licence

COVID-19 vaccination compliance	It is recommended that COORDINARE employees have completed at least 2 doses of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA).
Knowledge and experience	<ol style="list-style-type: none"> 1. Effective self-starter, ability to work with minimal supervision with a solutions focus. 2. Ability to manage competing priorities, stay organised and manage time effectively. 3. Excellent communication and relationship building skills to build rapport and maintain effective relationships with colleagues to work collaboratively to achieve innovative and practical solutions. 4. Extensive and relevant experience in providing office administration support. 5. An understanding of event coordination, including planning, organizing, and executing events. 6. Demonstrated experience in ensuring compliance with workplace policies and procedures. 7. Demonstrated ability to effectively resolve challenging situations in an office management role, utilising strong problem-solving skills to achieve successful outcomes. 8. Current NSW driver's licence and a willingness to travel as part of this role.

COORDINARE is an equal opportunity employer embracing diversity. We strongly encourage applications from Aboriginal and Torres Strait Islander people. We are sector leaders with excellent benefits, and a hybrid workplace in the beautiful SENSW region.

We support Hybrid Working, so it is expected on average 40% of your work time should be spent at a COORDINARE location to achieve the exemplary depth of relationships, connection, and collaboration as desired.

Successful applicants must have the right to work in Australia, be willing to complete a Criminal Record Check. Additionally, due to our purpose and nature of our work, it is recommended to that you provide an up to date COVID 19 vaccination status or medical exemption.

As the incumbent of this position, I confirm I have read the Position Description, understand its content, and agree to work in accordance with the requirements of the position.		
Employee's name:	Employee's Signature:	Date:
Supervisor's name:	Supervisor's Signature:	Date:

Please note if this PD is for a new role it will need to be reviewed and approved by the CEO.

Date	Version No.	Author	Approved by	Reason for update
2022	1	Lisa Bonavia	CEO	Repurposed role
2024	2	Director, People & Culture		Recruitment due to a secondment + position title change & content update
2025	3	Director, People & Culture		Recruitment + position title change & content update