



Position Description

Role title:	Administrator (1.0FTE) - Fixed Term
Department/Location:	Education & Senior Management Support – Glenorchy
Immediate Manager:	Education, Training and Health Promotion (ETHP) Manager; Business Services Manager
Manager one-removed:	Chief Executive Officer (CEO)

Position Purpose

To effectively contribute to a well organised and efficient education service by providing high quality administration support to the education team in accordance with FPT's policies and procedures.

To provide high level administration and communications/media support to the CEO and the Business Service Manager to progress FPT strategic priorities.

Operational Context

This role will work closely with FPT's education team, the CEO and Business Services Manager. There will also be significant ongoing contact with schools, other education services clients, and external agencies and organisations.

Autonomy

Works under minimal supervision, meets deadlines and self-prioritises work. Work is reviewed in line with key performance indicators, through fortnightly reviews. The position will also undertake monthly supervision meetings with the ETHP and Business Services Managers.

Role Accountabilities

1. Provide administrative services for state wide initiatives and processes as required for education and health promotion activities including: respond promptly to phone enquiries, direct calls and take and manage messages; process incoming and outgoing mail; coordinate printing of education and FPT resources.
2. Coordinate education requests from schools and other organisations; process booking forms; schedule, timetable and cost programs; co-ordinate venue, catering and travel arrangements; distribute program information; liaise with Educators.
3. Maintain records for the education and health promotion team including: an up to date database of stakeholders; training calendar; service fees; education programs, evaluation and feedback.
4. Support the disability education program including provision of resources; filing of client files; scheduling of programs and appointments.
5. Review and development of education administration processes and procedures to ensure efficiency and effectiveness and ensure these are documented in the Education Administrator handbook.



6. Identify potential markets and effective promotion opportunities for FPT education and health promotion services.
7. In conjunction with the Educators, develop flyers, posters and brochures and participate in activities to support the Education Training and Health promotion strategy.
8. Ensure compliance of data collection activities on a monthly basis; identify trends; and communicate these with the EHP Manager.
9. Maintain school and professional education records using Excel.
10. Raise invoices; code income and expenses; liaise with Business Services Manager regarding education income and expenses and reconcile variances as required.
11. Manage education resources including; the education library; Educator kits and teaching resources; stationery; books and resources for sale; health promotion materials and brochures.
12. Provide communications support including: maintaining FPT website and social media pages; assisting in drafting funding applications, reports and other communications.
13. Undertake general research at the direction of the EHP Manager, CEO or Business Services Manager into marketing and potential business opportunities.
14. Prepare draft reports and/or collate data for reports at the direction of the EHP Manager, CEO or Business Services Manager.
15. Organise meetings; circulate agendas; take and distribute minutes.
16. Perform all other duties necessary to fulfil the responsibilities of the position.

Generic accountabilities – all employees

17. Ensure personal and team contribution to support overall team effectiveness.
18. Monitor and report performance against KPIs and take corrective action as required.
19. Provide a safe working environment within your area of responsibility, supporting a 'safety first' business culture.
20. Ensure compliance with Statutory and Regulatory requirements, and FPT policies, processes and procedures.
21. Emulate FPT values in all work related activities.

Key Performance Indicators

1. Ability to multitask, priorities and use initiative.
2. Coordination of education requests from schools and other organisations completed in a timely manner including liaison with EHP Manager and Senior Educator.
3. Travel requirements for education staff managed in a timely manner and in accordance with FPT policy and procedures.
4. Respond to phone, email and mail enquiries in a timely manner
5. Collect and maintain education program evaluation and feedback forms in accordance with procedures.
6. Maintain school and professional networks.
7. Clerical, research, report writing and data collation tasks completed in a timely manner.
8. School and professional education records maintained in a timely manner.
9. Education resources, including the education library, maintain to the required standard.
10. Printing of education and FPT resources coordinated to ensure resources are readily available as required.



11. Social media and FPT website are consistently monitored, reviewed and kept up-to-date.
12. Ensure adequate supply of EHP resources.
13. Meet your obligations as a 'worker' under the WHS Act 2012 to take responsibility for the health and safety of yourself and your fellow workers.



Role Relationships

Key internal relationships	Key external relationships
<ul style="list-style-type: none"> • Education team 	<ul style="list-style-type: none"> • Schools / including Disability Orgs
<ul style="list-style-type: none"> • CEO 	<ul style="list-style-type: none"> • Professional networks
<ul style="list-style-type: none"> • Business Services Manager 	<ul style="list-style-type: none"> • Community stakeholders

Selection Criteria

Essential	<ul style="list-style-type: none"> ○ Excellent written and oral communication skills including a demonstrated ability at proof reading and drafting communications that positively reflect the professionalism of FPT. ○ A minimum of 3 years of demonstrated administration experience. ○ Demonstrated skills in Microsoft Office applications. ○ Referenceable capacity to undertake sensitive stakeholder communications and media tasks including monitoring and updating social media posts. ○ Experience in adapting to change. ○ Established problem solving skills. ○ Excellent time management skills including exhibited capacity to plan and prioritise multiple deadlines, exercise initiative, appropriately apply judgement to ensure delivery to deadlines. ○ Ability to conduct stakeholder discussions to promote training opportunities
Desirable	<ul style="list-style-type: none"> ○ Knowledge and understanding of sexual and reproductive health issues and/or health promotion. ○ Knowledge and understanding of the not for profit and community services sector. ○ Knowledge and understanding of the education sector, particularly the primary and secondary school system, including how to create timetables for program delivery in these contexts. ○ Demonstrated ability to identify marketing opportunities and convert those opportunities to actual FPT activities. ○ Demonstrated skills in the Adobe suite of products.
Special conditions	<ul style="list-style-type: none"> ○ National Police Check & Working with Vulnerable People Check. ○ Reliable Transport to ensure punctuality and flexibility to meet variable hours.
Behaviours	<ul style="list-style-type: none"> ○ Experience in relating to a diverse range of people in a respectful and flexible manner. ○ Commitment to work within FPT policies, procedures and philosophy. ○ Demonstrated ability to be effective as part of a team. ○ Demonstrated ability to work within a confidential environment. ○ Demonstrated commitment to attention to detail. ○ Alignment with FPT Values.



Our Values

We demonstrate **EXCELLENCE** through:

- **Leadership**
 - We continually strive to be the leaders in sexual and reproductive health in our profession
 - We role model our values and lead by example as we deliver on our vision and strategy
- **Research and evidence**
 - Our professional practices are grounded in research and evidence
 - We are active learners and will maintain and develop our specialist skills

We demonstrate **EQUITY** and **EQUALITY** through:

- **Advocacy**
 - We promote the rights of all people to live free from discrimination
 - We proactively support people to safely and respectfully express their sexuality
- **Accessibility**
 - We promote equal access to our programs and services
 - We respect the right to self-determination
- **Social Justice**
 - We adhere to the principles of social justice
 - We will actively work to ensure we provide equitable programs and services

We demonstrate **INTEGRITY** through:

- **Honesty and Ethical Behaviour**
 - We are authentic and honest in all our interactions
 - We are consistent and authentically care for our clients and each other
- **Drive and Accountability**
 - We are accountable for our work and follow-through on our commitments
 - We have drive and commitment and are prepared to take calculated risks for organisational benefit

We demonstrate **COLLEGIALITY** through:

- **Openness and Respect**
 - We engage openly, respectfully and constructively with each other
 - We actively listen and keep an open mind
 - We respect each other, and the different perspectives we bring
 - We treat each other and our clients as equals who we value
- **Collaboration and Trust**
 - We work as a team and towards our shared goals
 - We trust each other to support and challenge us to be the best
 - We trust our colleagues and the expertise and experience they bring
 - The decisions we make are equitable and openly communicated



Our Philosophy

Family Planning Tasmania will promote and deliver its services to consumers in accordance with the following Philosophy.

Family Planning Tasmania believes that:

- Human sexuality is an integral part of life. It is shaped by gender, and by social, political, spiritual and cultural factors, and is subject to lifelong dynamic change
- Everyone has the right to live free of discrimination, regardless of their age, gender, sexual orientation, marital status, ethnic background, religion or disability
- Everyone has the right to express their sexuality, provided they do not violate the rights of others. FPT recognises the right of all people to self-determination in the control of their fertility and to the enjoyment of satisfying and responsible sexual expression
- Everyone has the right to make informed choices about sexuality and to take responsibility for their own sexual and reproductive health; therefore everyone has the right to
 - unbiased and up-to date information about sexuality, and sexual and reproductive health matters
 - an awareness and understanding of sexual feelings
 - equity of access to appropriate health care services, including sexual and reproductive health care services and
 - lifelong learning about sexuality as an integral part of living.

Family Planning Tasmania aims to provide sexual and reproductive health clinic and education services that are consistent with these beliefs and with commonly accepted principles of social justice. The staff and Board of Family Planning Tasmania are committed to providing services in a manner that recognises the rights of individuals to be consistently treated with a non-judgemental, non-discriminatory, considerate manner, respecting their right to privacy and confidentiality.

All of Family Planning Tasmania's policies flow from the above beliefs.

Version Control

Version Number	Date	Notes
Version 1.0	03.01.19	Developed by ETHP Manager
Version 2.0	08.01.19	Approved by CEO