



## The College of Nursing

### POSITION DESCRIPTION

---

<b>Position:</b>	<b>Administrative Assistant</b>
<b>Responsible to:</b>	Director Education Services Manager Professional Development Services, Royal College of Nursing Australia.
<b>Immediate Resource Persons:</b>	Administrative Assistants PES and TES Director Education Services Manager Professional Development Services, Royal College of Nursing Australia.

#### Position Specifications:

Essential criteria include:

- Year 12 or equivalent
- Clerical/administrative experience and a thorough knowledge of office procedures
- Proven high level of communication and interpersonal skills
- Highly motivated approach to work
- A demonstrated ability to maintain confidentiality
- Strong computer skills with experience in a range of computer software particularly database management and the Microsoft Office suite
- Excellent communication and interpersonal skills, including an excellent telephone manner and the ability to interact positively with staff, students and the public
- Ability to prioritise, meet deadlines and manage multiple tasks
- Demonstrated accuracy of work and attention to detail

Desirable criteria include:

- Completion of, or study towards a business administration qualification
- Ability to undertake some travel if required for RCNA business
- Experience with a range of office computer software, particularly database management (FileMaker Pro)
- Some flexibility in work hours at peak times as work demands increase
- Experience in a high volume clerical environment

**Performance review:** At three months following appointment then annually or as required

#### Role Summary:

Responsible for the provision of high-level administrative support to the RCNA Professional Development Services area.

The Professional Development Services Administrator is responsible for the efficient provision of administrative support to the Professional Development Services program provided by RCNA, including data base management, client liaison and support to the RCNA workshop program, endorsement and accreditation processes, on-line learning program and other activities.

This role has a high level of responsibility for maintaining Professional Development data bases and providing timely and efficient administrative services.

#### Key performance area:

**Role Responsibilities:**

Liaise with:

- Organisations with RCNA APEC status
- Workshop presenters
- 3LP users
- Technical support services
- RCNA Members
- Venue suppliers
- Catering suppliers
- Printing suppliers
- Individuals/organisational stakeholders in the health area
- Other organisations as appropriate
- RCNA National staff

*Administrative responsibilities*

Activities include:

- Monitor and respond to emails, web queries, correspondence and phone calls
- Maintain databases and analyse data to identify key trends and provide reports
- Source venues and catering for workshops
- Organise travel as required
- Maintain filing system
- Request invoices
- Enter evaluations in Survey View
- Monitoring and responding to evaluations summaries
- Drafting correspondence and e Bulletins
- Preparing information for web site
- Entering registration data received for workshops
- Generating RCNA Completion Certificates for participants
- Posting letter with APEC login details and postage of Attendance Certificate
- Emailing and posting confirmation of registration as per APEC workshop SOPP
- Develop and maintain spreadsheets/IMIS 15 for APEC registrations, renewals and evaluation summaries
- Preparing APEC packs for the workshops and sending as per APEC workshop SOPP
- Identifying organisations to approach for APEC status
- Provide front-line technical assistance to 3LP users
- Undertaking photocopying, filing and other clerical duties as required

**Quality management**

- Ensure a coordinated approach to quality management activities within the department
- Support and promotes accreditation programs across College services
- Ensure that all quality management activities are consistent with College quality goals and conducted in collaboration with the Quality and Information Coordinator
- Promote a culture of continuous quality improvement
- Promote the development of policies and procedures in line with current best practice

**Education**

- Participate in relevant and mandatory education programs
- Maintain and update knowledge, attitude and skills to effectively carry out and develop with the role
- Pursue personal and professional development activities to enhance role performance
- Undertake formal and informal educational activities within the auspices of the role and professional or clinical expertise

**Communication and liaison responsibilities:**

- Respect and maintain staff and customers rights, particularly in respect of their privacy and

confidentiality

- Maintain an active role in the communication processes of the College by participating in committees, meetings and working parties; reading minutes, e-mails, memos and circulars and disseminating information as it comes to hand.
- Maintain College records in accordance with the College's Record Management Policy and General Disposal Authorities

**Organisational responsibilities:**

- Work collaboratively with the Chief Executive to provide leadership across the College
- Follow policies and procedures that do not discriminate against individuals in employment or education on the basis of race or ethnicity, sex, marital status, pregnancy, sexual preference, disability, age and religious or political affiliations
- Demonstrate a professional commitment to the College by carrying out duties in an effective, courteous and efficient manner
- Support organisational goals and directions
- Take part in professional and personal development activities that maintain and update knowledge and skills to enhance role performance
- Monitor, document and evaluate the outcomes of the department functions to achieve continual improvement
- Maintain a contemporary knowledge of and actively practice principles of Occupational Health and Safety and Equal Employment Opportunity
- Demonstrate a commitment to the principles of risk management, customer focus and quality management and undertake quality activities as appropriate
- Act within the confines of legal, ethical and moral boundaries
- Demonstrate a commitment to knowledge sharing

**Hours of employment:** 152 per month with flexitime available

**Leave Entitlements:** Annual leave as per Annual Leave Act 1944  
Sick leave – 10 days per year

**Salary:** As per The College of Nursing Enterprise Agreement (Administrative Staff)

---

I have read and understood the position description and agree to carry out these responsibilities and other duties as requested within the level of responsibility of this position.

Employee (print name):

Signature:

Date:

Manager Human Resources (print name):

Signature:

Date: