

Job Description

Business Support Coordinator

Incumbent	
Industrial Agreement or Award	South Western Sydney Primary Health Network Ltd. Enterprise Agreement 2020
Classification	SWSPHN Level 4
Date Developed	09 May 2025
Date Updated	N/A
Reporting Relationships	Quality and People Manager
Supervisory Responsibilities	N/A
Role Overview	The role is part of the Corporate Services team, which supports the achievement of organisational goals and objectives through robust operational systems, effective infrastructure and fostering high performance. This is a varied role, providing senior administration support across all areas of the organisation, including those with moderate to high complexity. The role includes coordination of a range of business support activities/tasks and training and support of Business Support Officers.
Qualifications and Requirements	Tertiary qualifications in a relevant field, or equivalent work experience, or a combination of study and work experience.
Required Skills and Experience	Extensive experience in a senior administrative position, including meeting and event coordination, minute taking and secretariat duties. Demonstrated commitment to customer service and continuous improvement, as well as an awareness of ISO certification processes. Excellent computer skills (including Intermediate MS Office applications, data management systems, internet search engines, social media platforms). High level attention to detail and organisational skills including the capacity to set priorities and work to deadlines.

	Exceptional interpersonal skills and demonstrated ability to communicate clearly both verbally and in writing, and to maintain confidentiality. Ability to work independently and exercise initiative and discretion.
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Key Deliverables

1. Program Support

- Provide proactive administrative and operational support to program managers, leads and their teams, including tasks and projects with moderate to high complexity with minimal supervision.
- Coordinate meetings and events and provide administrative support for SWSPHN's CPD calendar.
- Create, maintain and cleanse data records in SWSPHN's databases. Assist in the preparation of written correspondence ensuring adherence to the SWSPHN's Document Management Policy and Procedure and Brand Guidelines.

2. Coordinate Meeting and Event Support

- Coordinate meeting and event processes to ensure they are streamlined and efficient.
- Support the coordination of SWSPHN training, events, conferences and meetings both onsite and offsite, including:
 - Booking of room
 - Organising catering
 - Meeting room set up and pack up
 - Technology set up and troubleshooting, including raising requests with IT as required.
 - Note: This may include some after hours and weekend work.
- Provide proactive secretariat support for meetings and committees as allocated, including preparation and distribution of meeting agendas and papers, coordination of action lists / minutes as required, process meeting attendance payments, and communicate with stakeholders in a timely and accurate manner.
- Support more complex event logistics.

3. Corporate Services and Facilities

- Provide responsive administration and operational support to all areas of the business as delegated, including printing, scanning, timely data entry and maintaining accurate filing systems, as well as tasks and projects with moderate to high complexity with minimal supervision.
- Assist with communication to key stakeholders including answering enquiries over the phone and via email in a timely manner.
- Liaise with approved suppliers to maintain office supplies and resources as required. This may include stationery, cleaning and kitchen products, first aid supplies, name tags, outsourced printing, etc.
- Support content creation and maintenance of SWSPHN's Website, Intranet and Social Media sites.
- Work collaboratively as a member of the team, proactively offering peer support and training to other team members, contributing to workload balance and service continuity during absences.

4. ISO 9001/27001 Certification Support

- Support the ongoing implementation, review and continuous improvement of SWSPHN's QMS in line with ISO 9001:2015 and ISO27001 requirements for certification.
- Coordinate the cycle of maintenance and review of policies, procedures and forms, including consistent formatting of all required documentation.
- Support the internal audit process and roster.
- Support regular monitoring and follow up of various registers including stakeholder, continuous improvement, document register, internal audit register.

5. HR and WHS Administration

- Where required, support the implementation and maintenance of SWSPHN's HR systems and processes including recruitment, onboarding, training and development, employee letters and correspondence and general administration if required.
- Support the implementation and maintenance of SWSPHN's WHS systems and processes including first aid, emergency and evacuation, safety equipment maintenance, electrical testing and tagging, site safety inspections and risk assessments and training and advocacy for workplace safety.
- Deliver customer focused HR and WHS services by responding appropriately and in a timely manner to employee queries, escalating matters to the Quality & People Team where appropriate.
- Support the People and Culture team, assisting during peak periods or absences.

6. Organisational Accountabilities

- Ensure adherence to workplace policies, procedures and systems.
- Enter and maintain up to date information and report on activities in a timely manner.
- Contribute to the integrated management system and ongoing quality improvement activities.
- Contribute to financial efficiency of the business.
- Participate in professional and performance development activities and remain up to date on current knowledge and skills related to the position.
- Represent SWSPHN on relevant committees as required.

Core Capabilities

Communicate Effectively	Communicate clearly and respectfully, actively listen to others whilst keeping an open mind and respond with respect.	Inspirational
Commit to a Customer Focus	Deliver a high level of stakeholder satisfaction in line with organisational objectives by understanding and striving to exceed expectations.	Capable
Learn and Adapt	Show a commitment to learning and seeking new ways to grow and develop by being inquisitive and adapting to change.	Capable
Embrace Technology	Maximise efficiency and effectiveness through understanding and using available technologies.	Capable
Work Together Collaboratively	Build diverse and positive relationships, working together to achieve a shared goal.	Capable
Value Diversity	Show respect for diverse backgrounds, experiences and perspectives.	Capable
Solve Problems	Identify and implement solutions to close gaps preventing optimal service delivery to our stakeholders.	Capable

Values

Support SWSPHN values:

- Trust – Maintain mutual respect for one another and act in good faith.
- Empathy – Gather insights and understandings of others' experiences.
- Courage – Strength to lead and innovate.
- Fairness – Make decisions free from bias and discrimination.
- Integrity – Behave honestly and accept personal responsibility for one's conduct.
- Optimism – Present a positive and constructive approach to future events.

Acknowledgement

As the incumbent of the position, I acknowledge the statement of duties, responsibilities and other requirements as detailed in this document. I acknowledge these are not intended to be an exhaustive list of the duties I may be required to perform, rather an indication of the kinds of duties that fall within the scope of the position. I acknowledge that the reporting structure may change over time, and it may affect this position.

Employee Signature	
Date	