



Job and Person Specification

Position:	Executive Support Officer – Events & Administration
Award:	NAATSIHWP Enterprise Bargaining Agreement
Level:	Level 6 – Individual Contributor (\$89,587.41 - \$101,067.50 per annum depending on skills and experience, plus superannuation 1% above the statutory rate)
Location:	This is a Canberra based position
Appointment:	Contract to 30 June 2026, extension maybe subject to funding
Position Hours:	Full time – 38 hours a week
Updated:	February 2025

About NAATSIHWP

OVERVIEW

The National Association of Aboriginal and Torres Strait Islander Health Workers and Practitioners (NAATSIHWP) is the peak workforce organisation with responsibility for ensuring Aboriginal and/or Torres Strait Islander Health Workers and Health Practitioners, the only culturally based health workforce underpinned by national training and registration in the world, are embedded as a vital, valued, and professional part of Australia's health care system.

We play a key role in the delivery of Aboriginal and Torres Strait Islander health, education, and employment outcomes; support a large and growing national network of Aboriginal and/or Torres Strait Islander Health Workers and Health Practitioners; and work in partnership with other Aboriginal and Torres Strait Islander Community Controlled Organisations, governments, and a broad range of stakeholders to:

- ⦿ address the under representation of Aboriginal and Torres Strait Islander people employed within Australia's health care system

- ⦿ expand and strengthen the professional capability of the Aboriginal and/or Torres Strait Islander Health Worker and Health Practitioner professions across all health service types (Aboriginal Community Control, Government and Private Practice)
- ⦿ promote the delivery of culturally safe and effective evidence-based models of care and
- ⦿ affect the self-determined development of Aboriginal and Torres Strait Islander peoples and the transformation of policy and practice at the national level.

PRINCIPLES

NAATSIHWP is committed to Preventing Sexual Exploitation, Abuse, and Harassment (PSEAH) in all its forms. The organisation has a zero-tolerance policy towards SEAH in any form and is committed to taking robust action against perpetrators, recognising the rights, well-being, and needs of victims and survivors in all aspects of prevention, response, and support. All staff are expected to understand and adhere to the policy, respect boundaries, intervene when witnessing or suspecting PSEAH, and report incidents promptly.

NAATSIHWP is committed to maintaining a respectful, inclusive, and ethical work environment. Our Code of Conduct Policy outlines the principles and standards of behaviour expected from all NAATSIHWP employees, contractors, and representatives.

NAATSIHWP is an equal opportunity employer and will provide equality in employment for all people employed or seeking employment. Every person will be given a fair and equitable chance to compete for appointment, promotion or transfer, and to pursue their career as effectively as others.

About the Position

Position Summary

The Executive Support Officer – Events and Administration is responsible for a range of administrative duties that enable the smooth functioning of the NAATSIHWP office and support the teams to undertake their roles effectively. These include website and social media management, travel and event coordination, marketing, communications, office management and other administrative duties.

Primary responsibilities

WEBSITE AND SOCIAL MEDIA MANAGEMENT

- ⦿ Maintain, update, and manage the NAATSIHWP website, including our members portal, social media and online presence within NAATSIHWP standards
- ⦿ Coordinate and direct team members who produce content
- ⦿ Regularly audit content and contribute to webpage design
- ⦿ Resolve issues identified through testing or feedback, this includes referring problems to appropriate personnel for correction and troubleshooting issues as they arise.

- ⌚ Improve and/or develop processes and style guide as directed, to enhance our service delivery and online presence.

TRAVEL AND EVENT COORDINATION

- ⌚ Provide administrative support on various NAATSIHWP functions and projects.
- ⌚ Work closely with Executive Support Manager in delivering events such as symposiums, forums and conferences.
- ⌚ Assist in processing travel arrangements and reimbursements for Board, CEO, staff and NAATSIHWP members/delegates where required.

COMMUNICATIONS

- ⌚ Encourage membership retention through regular email communication and information sharing
- ⌚ Provide first point of contact to our members by responding to queries sent through our website, email and social media channels
- ⌚ Ensure promotional resources material are kept up to date and replenished when stock is required
- ⌚ Prepare “how-to” documents on processes, common errors, requests and needs

OFFICE MANAGEMENT

- ⌚ Maintain registers in relation to administration of the office e.g. key register, asset register, security codes register, cab charge register (to name a few).
- ⌚ Undertake filing and information recording in accordance with the information management policies, procedures and hard copy and electronic filing system.
- ⌚ Assist in collection of mail and despatch to and from the Mawson PO Box and maintaining a record of incoming and outgoing mails and parcels.
- ⌚ Provide reception duties including trying, ordering of stationery and equipment for the NAATSIHWP office as directed.
- ⌚ Assist with overseeing IT requirements of NAATSIHWP Staff
- ⌚ Provide secretarial support to the weekly staff meetings and ensure follow-up of action items for the next meeting.
- ⌚ Undertake any other relevant duties as directed by the Executive Support Manager.

Line management

The Executive Support Officer – Events and Administration reports directly to the Executive Support Manager

Special conditions

- ⌚ This is a Canberra based position.
- ⌚ Out of hours work may be required or occasional interstate travel.
- ⌚ All NAATSIHWP employees participate in a formal Performance Review process.
- ⌚ Obtained or willing to obtain a Working with Vulnerable People and National Criminal History Check.
- ⌚ Occasional manual handling and movement of heavy equipment for events may be required.

Our ideal candidate

Skills, knowledge, and experience

The ideal candidate will have:

1. Personal abilities/aptitudes/skills

- ⌚ The ability to work with Aboriginal and Torres Strait Islander communities and their leaders, respecting cultural values and ways of doing business.
- ⌚ Demonstrated ability to communicate effectively and respectfully, both verbally and in writing, with all levels of people from both within and outside the organisation.
- ⌚ Ability to appropriately exercise initiative and judgement, and make sound and timely decisions while adhering to organisational policies and procedures.
- ⌚ Flexibility and ability to work as a member of a small team, and recognise and resolve conflict.
- ⌚ The ability to work well under pressure in a fast-paced environment, manage multiple projects simultaneously and meet deadlines.
- ⌚ The ability to uphold our organisations values and contribute to a culturally safe, healthy, diverse and respectful workplace environment.
- ⌚ A sound work ethic, a can-do attitude and strong organisational skills

2. Experience/Knowledge

- ⌚ Experience in working/liaising with different cultural groups. Knowledge and understanding of the current issues impacting on Aboriginal and Torres Strait health and wellbeing.
- ⌚ Experience in providing a range of business support services, including office management, membership support, website and social media management, events and travel coordination and other executive support functions.

- ⌚ High level ICT skills and experience in the use of software applications such as Microsoft Office Suite and Teams, Salesforce, Mailchimp, Eventbrite, Canva, Adobe Photoshop or similar
- ⌚ Demonstrated experience in Website and Social Media management. This includes the ability to use or learn Word press, Statamic, Google Ad Manager, Google Tag Manager, Google Analytics, W3C web standards, HTML, CSS, PHP and Javascript

3. Relevant Qualifications and/or Experience

- ⌚ Diploma in Business Administration or equivalent
- ⌚ At least two years relevant experience in business, administrative or related field

Selection criteria and process

In applying for this job could you please provide:

1. A **maximum 2-page statement** outlining why your skills, knowledge and experience make you the ideal candidate.
2. **An up-to-date Resume** that includes the names and contact details of two referees from recent positions you have held – please be aware we may request a written reference

Please forward your completed application to recruitment@naatsihwp.org.au by **28 February 2025**. If you require further information or clarification, please contact Grace Lachica at grace@naatsihwp.org.au

NAATSIHWP Organisational Structure

