**Position Description**

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| **Section 1 – Position Details** | | |
| **Role Title:** | **Business Support Officer** | |
| **New or Existing Role:** | **New / Existing** | |
| **Employment Status:** | **Temp / Casual / Part-time / Full-time / Contract** | |
| **Location:** | **Brisbane** | |
| **Reports to:** | **General Manager** | |
| **Key Internal and External Relationships:** | * **Clients** * **Allied Health Practitioners and Support Staff** * **Other Suppliers** * **Claimants/Candidates/Employees** * **Partner Businesses and their support staff** | |
| **License** | **Yes / Not Essential** | |
| **People Management:** | | |
| **Position Impacts to:** | **Flexiwell Group** | |
| **Number of Direct Reports:** | **0** | |
| **Number of Indirect Reports:** | **0** | |
| **Role Purpose** | | |
| The main purpose of the role is to provide administrative and project support to the broader business. The position plays a pivotal role in delivering a high standard of customer service and supporting innovative product development and implementation.  Key activities:   * Answering customer enquiries and providing customer support. * Liaising with and providing stakeholders with information. * Diary management, including booking appointments and sending emails. * Data entry and document formatting. * Website and social media maintenance and basic content development. * Assisting Flexiwell’s Partners with facilitation of appointments where required. * Assist with research and review of reports * Assist with services review and development as required | | |
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| **Skills and Experience** | | |
| *Listed below are company requirements for a successful application. These are identified as either Desired or Essential requirements using (D) and (E)* | | |
| **Qualifications** | | * High School Certificate (E) * Currently enrolled in a year 2 and above of a Bachelor level degree in following disciplines: Occupational Therapy, Physiotherapy, Nursing or Exercise Physiology. (E) |
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| **Skills** | | * Intermediate level of computer literacy include Microsoft Suite (E), Zoho One (D) * Demonstrated ability to develop well written content – essays, blogs or journal articles. * Demonstrated ability to organise and triage tasks with effective time management. * Demonstrated ability to work autonomously and in a team environment. * Demonstrated high level of agility and ability to pivot when required. * High level communication skills – oral and written (high level of accuracy) * Demonstrated basic research skills. * Demonstrated basic understanding of Project Management methodologies and their application. |  | |
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| **Work Experience** | | * 1+ years of customer service experience. * Although not essential, experience in allied health, medical or legal administration would be highly regarded. * This is an entry level role, and as such seeks an academic aptitude and desire to grow and develop with the business first and foremost. |  | |
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| **Essential Requirements** | | * To demonstrate the Flexiwell’s purpose, mission and values in all actions and behaviours. * Positive attitude and self-motivation |  | |
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| **Section 2 – Values & Required Demonstrated Behaviours** | | |
| **Values** | **Method** | **Measures of Success (Demonstrated Behaviours)** |
| **Holistic** | *Always think of the bigger picture. Consider individual actions and their impact both to your work and broader business.* | * Dedicate yourself to learning - review successes, challenges and impacts of everything you do * Be curious, learn relevant context * Apply sensemaking to your decisions, especially when working in ambiguous situations |
| **Making an Impact** | *Be passionate, inspire each other and every customer you engage with and serve.* | * Every interaction with clients should have the 'client experience’ front of mind and ensure that each interaction is positive, engaging and of value to the client. * Being proactive in completing your tasks and obligations. * Encourage your colleagues to reach their goals. * Always display a positive “can do” attitude. * Speak positively about colleagues and clients. * Actively acknowledging, complimenting, and championing any achievements. * Be enthusiastic in your own professional and personal development. * Challenge the norm and look for how we can continuously improve. |
| **Daring to be different** | *Drive continuous improvement with the organisation; an idea is a seed with infinite possibilities.* | * Actively contribute to continuous improvement. * Listen and be curious, share feedback or suggestions * Be a willing to participant in group discussions around company enhancements. * Show confidence by putting forward ideas. * Keep a positive attitude and open mind to change. * Challenge the status quo – identify and share new and improved methods. * Have courage to experiment. * Don’t be afraid to take risks. |
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| **Connection and Collaboration** | *Drive and foster people connections to collectively achieve your objectives and help others achieve theirs.* | * Volunteer to assist co-workers. * Identify methods of utilising your collective genius. * Share your knowledge to ensure we are a strong and productive team. * Support your colleagues and clients in finding solutions. Collaboratively challenge ideas. * Seek clarity from your peers. * Respond to communication in a timely and respectful manner. * Seek input from your peers and let them know you appreciate them! |  |
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| **We are human** | *Build a positive team with a family spirit, with the view to spreading this culture of community to all you interact with.* | * Be your authentic self. * Be kind and respectful. * Support and encourage those around you. * Embrace diversity. * Respect individuality. * Show honest and sincere appreciation. * Actively listen. |  |
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