**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**
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| **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
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| **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.
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| **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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