

Position Description

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| Position No. | 70 | Group Support Officer – Professional Services and Standards |
| Reports To | Chief Standards Officer | |
| Type of Employment | Full Time | |
| Business Unit | CSO Office | |
| Supervisor of | N/A | |
| Location | Canberra | |

Role Description

As a key enabler for the Chief Standards Officer (CSO) and the Professional Services & Standards group, this role is an operational partner essential to the group's success. This role expands beyond a traditional executive assistant; it is the central operational hub for a complex, and geographically dispersed team. This role is focused on group-level coordination and support for the CSO and augments administrative functions within business units.

Executive and Operational Support to the CSO

Provide high-level, executive support and professional administrative services to the CSO, including

- Proactively co-ordinate, manage and maintain the diary of the CSO, scheduling meetings, screen calls, and ensure the CSO has all the relevant documentation and/or information required in a timely manner in advance of meetings and deadlines.
- Provide effective discrete administrative support to the CSO including developing and maintaining effective systems and protocols to manage the CSO office and the Professional Services and Standards Group.
- Advise the CSO of matters requiring personal attention, with associated deadlines, and having prepared relevant documentation. Promptly deal with matters requiring attention or refer as appropriate.
- Prepare and/or commission high-quality briefing papers, reports, presentations, and submissions on behalf of the CSO
- Attend critical meetings with or on behalf of the CSO, ensuring key actions are captured, communicated, and tracked to completion.

Group Operational Coordination, Integration and Enablement

- Establish and manage the "operating rhythm" for the Professional Services & Standards leadership team (including coordinating regular meetings, reporting cycles, and planning sessions) to ensure alignment and break down silos.
- Coordinate group-wide activities such as business planning, budget submissions, and workforce planning, consolidating inputs for the CSO.
- Coordinate internal communications within the group, ensuring the CSO's vision and key messages are cascaded effectively.

- Undertake a key liaison role on behalf of the group for new starters, subject matter experts, consultants and key stakeholders.
- Serve as the primary Canberra-based point of contact and representative for the Office of the CSO.
- Build and maintain strong, collaborative relationships with Canberra-based staff, acting as a key information conduit between the CSO and the wider organisation.
- Supports teams within the Group as required

Executive Office Integration

- Work in partnership with the Executive Assistant to the CEO and the Group Support Officer for the DCEO to ensure a smooth-running executive function across APC, ensuring executive activities are coordinated and aligned. Work as a team to deliver key executive functions.
- Assist to manage review and maintain processes to ensure governance documents and policies remain up-to-date, fit-for-purpose and accessible. This includes drafting/updating documents as required.
- Provide executive support if required to the CEO and/or DCEO when required, particularly in times of staff unavailability or leave.
- Other duties as directed.

Experience/Qualifications

Minimum

- Demonstrated experience supporting diverse geographical teams with experience in managing or coordinating across diverse professional functions (e.g., research, technical operations, customer service).
- Demonstrated executive support experience, including capacity to work with discretion in a trusted environment.
- Demonstrated high level of competency in Microsoft office suite eg Word, Excel, PowerPoint, Outlook and Teams.

Desirable

- Experience in the health, education, regulatory, or professional body/not-for-profit sector.
- Relevant professional qualifications

Competencies

Core Competencies

| Competency | Definition |
|-------------------------------|---|
| Our Values | Promotes and embodies our values in what we do and how we behave. |
| Holistic Approach | Works in the best interests of APC. |
| Team Oriented | Promotes co-operation and interactions. Values differences among team members and can manage work groups with diverse influences. |
| Achievement Orientated | Identifies and accomplishes challenging objectives or personal goals. |

Mandatory Functional Competencies

| Competency | Definition |
|---|--|
| Communication | Takes the initiative to communicate accurate, up-to-date plans and information. Expresses thoughts clearly, both verbally and in writing. Listens and understands the views of others. |
| Time Management | Manages responsibilities in a timely and efficient manner. |
| Effective Relationships and Engagement | Forges productive, cooperative relationships. Understands and responds to others' needs and priorities. |
| Cultural Awareness | Understands and promotes our path to reconciliation. |
| Diversity and Inclusion | Recognises and values diversity of people, ideas and cultures. |
| Quality & Professionalism | Maintains high work standards and takes personal responsibility. |

Leadership Competencies

| Competency | Definition |
|---|--|
| Whole of APC Leadership | Ensures that APCs best interests are upheld. |
| Leads with influence and empathy | The capacity to achieve outcomes with empathy and understanding. |
| Empowers individuals to succeed | Engenders a supporting environment for team members to succeed. |
| Accountable and results focussed | Takes responsibility for delivery of outcomes. |
| Strategic Vision | Sees the big, long-range picture. |

Job Specific Competencies

| Competency | Definition |
|----------------------------|--|
| Discretion and Trust | Maintains the utmost discretion, particularly with sensitive or confidential information. Exhibits trust and honesty in all undertakings |
| Planning and Organising | Establishes a course of action for self and/or others to accomplish a specific goal |
| Judgement | Makes sound decisions while considering alternatives |
| Initiative | Originates action. |
| Attention to detail | Achieves thoroughness and accuracy when accomplishing a task through concern for all the areas involved. |
| Responsiveness to Requests | Maintains APC reputation as a responsive organisation |

Position 'Effort' Estimate

| Main Function | Estimated Effort (%) |
|--|----------------------|
| Executive and Operational Support to the COO | 50% |
| Group Operational Coordination, Integration and Enablement | 40% |
| Executive Office Integration | 10% |
| TOTAL | 100% |

Document Control

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|---------------------------|---------------|
| Version Number | V1 Final |
| Date | December 2025 |
| Future Review Date | TBA |

History

| Date | Version | Key Changes |
|---------------|---------|-------------|
| November 2025 | 1.0 | Create |
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