



# PROGRAM SUPPORT OFFICER

## Service Innovation

- **Purpose** to provide efficient, effective and timely program and administration support in line with program and organisational goals
- **Responsible** for providing a professional, friendly efficient, effective and timely clerical and administration to support the needs of the program/department/organisation

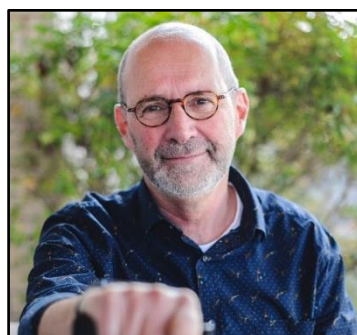


Multiple Sclerosis Limited, commonly known as MS, is the go-to provider of information, advice and support for people affected by multiple sclerosis.

We're a combined entity of the ACT, NSW, Victoria and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

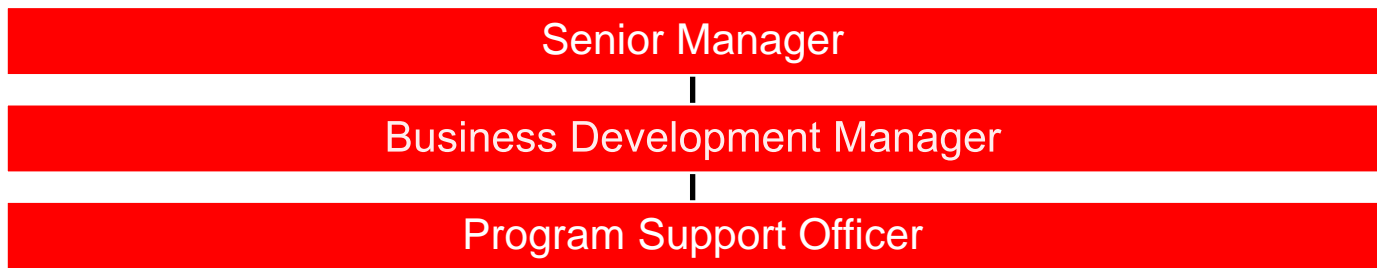
We offer vital support and services for people living with multiple sclerosis while the search for a cure continues.

We are here so no one has to face MS alone.





## Organisation Dimensions



Position Dimensions	
Budget (\$ value)	NIL
Staff numbers	NIL
Location/s	
Other	

## Key Responsibilities

Organisational and Administration Support	
	<ul style="list-style-type: none"><li>• Provide administration support for the program</li><li>• Maintain stationery supplies and office consumables including stock of promotional material</li><li>• Respond to internal and external enquiries and requests in a professional and customer focused manner</li><li>• Assist in maintaining an effective filing system in line with MSL policy and procedures</li><li>• Ensure that accurate data, information and statistics are collected and maintained in accordance with program requirements</li><li>• Provide support for local activities and events as required</li><li>• Assist and provide support with invoicing, billing, credit card reconciliation and travel bookings</li><li>• Provide database management, record keeping and report writing</li><li>• Participate in organisational quality processes and lean program</li><li>• Minute meetings and prepare for distribution</li><li>• Provide cover for front of house reception, including receiving and directing and assisting visitors for MS</li><li>• Additional administration tasks as required to support the program</li></ul>
Relationship Management	
	<ul style="list-style-type: none"><li>• Develop strong rapport and working relationship with key stakeholders</li><li>• Responding to internal and external enquiries and requests in a professional and customer focused manner</li><li>• Work as a collaborative and supportive team member</li></ul>
Values	
	<ul style="list-style-type: none"><li>• Actively support MS' purpose, value, service promise and strategic vision</li><li>• Operate in line with MS' policies, procedure and practices</li></ul>



- Promote and work within MS' Services Innovation delivery principles
  - Positively and constructively represent the organisation to external contacts at all opportunities
  - Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times
  - Ensure the health, safety and welfare of self, team members and others
  - Follow all reasonable directions given by the organisation
  - Support and empower co-workers
  - Support, promote and show sensitivity to diversity in the work place
  - Actively support MS' Reconciliation Action Plan
- Behaviour is in alignment with Culture, Service Promise & Foundation behaviours

## **Position Requirements**

### **Knowledge, Skills and Experience**

- Significant interpersonal, oral and written communication skills, including a professional telephone manner
- Strong customer service skills
- High levels of computer literacy in using a range of Office computer packages including, Word and Excel
- Demonstrated ability to work collaboratively as part of a team
- Ability to develop effective working relationships
- Ability to work autonomously
- Pragmatic, organised and demonstrates sound judgment
- Resilience and proven ability to adapt style and approach to suit varying situations
- Attention to detail

### **Qualifications**

- Certificate III in Business Administration and/or a minimum of 2 years relevant experience

### **Desirable**

- Understanding of progressive neurological disorders such as MS
- Previous experience working at a not-for-profit

### **Other** – must be completed/provided prior to commencing employment

- Right to work in Australia
- Current valid driver's license desirable
- Current national police record check
- International Police Check if lived overseas for longer than 12 months in the last 10 years (to be provided by the applicant)
- Current working with children or vulnerable people check if applicable
- Consent to DWES check if applicable