ADMINISTRATION OFFICER, EDUCATION UNIT
Position Description and Selection Criteria

Position Title: Administration Officer, Education Unit
Appointment: Permanent
Hours: Full time (37.5 hours per week)
Remuneration: $47,000 - $50,200 (plus superannuation) depending on qualifications and experience
Location: Norwood, Adelaide preferred but will consider Canberra

About the Australian College of Midwives (ACM)
The ACM is the national, not-for-profit organisation whose mission is to lead the Australian midwifery profession. The ACM:

- Advocates for midwives and midwifery;
- Supports the professional interests of midwives;
- Advances professional practice and education standards;
- Provides marketing and communications to advance the ACM Mission; and
- Ensures good governance and management of the ACM.

The ACM has branches in each state and territory and its activities are predominantly undertaken by professional midwives on a voluntary basis.

About the ACM Head Office
The ACM Head Office is a small but dynamic office, mainly based in Canberra with two additional offices in Adelaide and Sydney. The Head Office provides national advocacy and representation; publications and other services to members; and support to the Board of Directors and other ACM committees. The Head Office liaises regularly with ACM branches in each state and territory and with a wide range of other stakeholders, organisations and individuals.

About the position
The Administration Officer is an important position within the ACM Head Office team and is responsible for the day-to-day administrative support of the Education Unit. There will be occasions where the Administration Officer undertakes role sharing with the Administration team and contributes to overall Head Office functions.
Administrative support of the Education Unit includes, but is not limited to, supporting the Midwifery Advisor of the Education Unit; webinar coordination; eLearning course management; assist with workshops and events; CPD (Continuing Professional Development) Recognition program support; and website content updates.

Administrative role sharing responsibilities include, without being limited to, providing membership support; distributing communications to members; responding to incoming correspondence and communications (phone, email, etc.); arranging travel and accommodation; modifying web content; assisting with events; supporting students in using the (LMS) Learning Management System; and providing support to the Head Office team.

The Administration Officer will contribute to the achievement of the goals and objectives set out in the ACM Strategic Directions and the Annual Work Plan.

Position Description

The Education Unit manages all aspects of the ACM Education including webinars, eLearning, events and workshops. Therefore, under the direction of the Midwifery Advisor, and consistent with the strategic directions of the ACM as determined by the Board of Directors, the Administration Officer will be responsible for:

- Providing administrative support to the Midwifery Advisor as required, including
  - Providing secretariat support to ACM Committees (Professional Development Advisory Committee and Midwifery Education Advisory Committee) as required, including arranging meetings/teleconferences, distributing agenda and minute taking.
  - Supporting ACM staff and relevant stakeholders with the coordination of meetings/teleconferences.
  - Supporting the development of plans and/or activity reports as directed.
- Identifying and assisting with the implementation of educational opportunities (e.g. identify and coordinating speakers, topics of interest).
- Develop marketing materials and promotions as required for educational activities.
- Assisting with the promotion, support and administration of ACM education activities.
- Coordinate webinars, including
  - Assist with the development of the annual webinar program.
  - Facilitate webinar presenter training.
  - Facilitate live webinars and manage the subsequent recordings.
  - Coordinate all marketing, event listing and registration requirements in the CRM (Customer Relationship Management system) and provide user support and required.
- Manage eLearning courses, including
  - Administer the LMS, consisting of enrolments, reporting, continuous improvements (CI), enquiries, user support, and system error/issue management.
  - Assist in the development of new online courses in the LMS and development of underpinning master documents as well as facilitation of the pilot process.
  - Facilitate course reviews and CI processes and implement approved course updates when required.
  - Coordinate all marketing, course listing and registration requirements in the CRM and manage all enquires.
  - Act as main contact for any eLearning contracts (staff and enrollees).
- Provide support to the CPD Recognition program, including
  - Administer all CPD Recognition application requirements, pre and post review, and reminders near end of recognition period.
  - Create CPD Recognised event listings.
- Assist with workshops and events, including
- Assist with suitable topics and speakers and facilitation of workshop concepts through to delivery, in collaboration with the Marketing & Communications team. May include speaker liaison, travel and accommodation bookings, event creation and management in the CRM, and marketing material development.
- Assist with the marketing, event listing and registration requirements in the CRM and provide user support as required.

The role share responsibilities will see the Administration Officer responsible for:

- Processing memberships and renewals, overdue payments, updating member details and producing reports as required.
- Coordinating and monitoring member and stakeholder enquiries, as received by phone, email or written correspondence.
- Assisting with member communications, including electronic membership notifications, newsletters, and website updates/maintenance.
- Assisting with merchandise management, including input for design or processing sales and orders.
- Assisting with the promotion, support and administration of ACM Programs when required.

**Reporting/working Relationships**

The Administration Officer within the Education Unit will:

- Report to the Midwifery Advisor, Education Unit; and
- Work cooperatively with staff in the Head Office, Directors and branch officers as required by the CEO.

**Selection Criteria**

The successful applicant will meet all of the following criteria:

1. Demonstrated strong verbal and written communication skills with a customer service orientation and the initiative to build and maintain customer relationships;
2. Demonstrated administration and data entry skills with high level of accuracy and attention to detail;
3. Demonstrated capacity to undertake multiple competing tasks, and manage priorities with reference to manager as required;
4. Demonstrated capacity to work with minimal supervision and be motivated while working effectively as a member of a team;
5. Demonstrated proficiency with Microsoft Office suite;
6. Demonstrated IT experience and knowledge of CRM and LMS systems an advantage, ideally experience using Moodle.

The key characteristics necessary to be successful in this role are attention to detail, a high level of customer service and willingness to learn.

**Special conditions**

- The Administration Officer may be required to work out of normal office hours on occasion. ACM has a Flexible Working Policy to cover these circumstances.
- The Administration Officer may be required to travel.
• Employees of the ACM are required to undertake a 24-week probation period prior to confirmation of their employment agreement. A formal performance appraisal will be undertaken during this time. Thereafter performance appraisals will take place at 6-12 monthly intervals.

• In signing an employment agreement, employees undertake to maintain confidentiality in the conduct of their duties.

• The Administration Officer must be committed to workplace safety, equal employment opportunity, equity and diversity and working in a culturally safe and sensitive manner.

Applying for this position

When submitting your application, it must include all of the following:

1. A covering letter;
2. A statement of suitability or claim for the position against all selection criteria (to be successful, please individually address each of the selection criteria);
3. A current curriculum vitae; and
4. The name and contact details for 2 referees, one of whom must be a direct line manager.

Please submit your application by email to paige.becker@midwives.org.au

Application close at 9am on Thursday, 9th March 2017

The Australian College of Midwives believes in equal employment opportunities and encourages Aboriginal & Torres Strait Islander people to apply.