

## Office Administrator

### Role purpose

The Office Administrator will play a key role in the provision of a wide range of research ethics administration support and office wide administrative duties.

The Office Administrator will provide administrative support to the Bellberry users, clients and key stakeholders. This role requires timely administration of complex ethics queries regarding applications and approvals throughout their lifecycle and assist with coordination of the office to ensure everything is operating effectively and efficiently.

### Reporting to

HREC Coordinator

### Objectives

The objectives of this role are to:

- Provide first level support for customer/client enquiries, escalating when required to relevant areas of the business for complex study related advice.
- Coordinate office support activities to assist with the day to day management of the office.
- Ensure that service provision is focussed on providing a timely and efficient service to the Bellberry staff and community.
- Respond to enquiries and information requests from clients from the research community at reception, in person, on the telephone or via email.
- Facilitate communication with researchers regarding the requirements for, and outcomes of their applications.
- Contribute to office-wide projects, such as continuous improvement, by raising ideas and in some cases documenting/designing/revising processes relevant to the role.

### Accountabilities

Key accountabilities	Output/measures
Customer/client support	<ul style="list-style-type: none"> <li>• Receive and welcome clients, visitors, Directors in a positive, friendly and professional manner.</li> <li>• Resolve queries related to submission processes, general study queries or eProtocol processes in order to provide information and advice of a non-medical nature.</li> <li>• Escalate complex queries when necessary to relevant business areas.</li> <li>• Issuing research protocol submission guidelines and instruct in their use in order to achieve correctly compiled research protocol documentation.</li> <li>• Ensure all enquiries are answered in a timely and professional manner.</li> </ul>
eProtocol Support	<ul style="list-style-type: none"> <li>• Re-setting User passwords as required.</li> <li>• Assist with eProtocol Coordinator page as requested to manage the checklist for New and Additional Site submissions.</li> </ul> <p>Answer general enquiries related to eProtocol processes and escalate to appropriate team member.</p>
Office Management	<ul style="list-style-type: none"> <li>• Maintain meeting schedules and boardroom calendars for the office.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure boardrooms, communal kitchen area (including dishwasher) and office space is tidy and presentable at all times.</li> <li>• Distribute incoming and outgoing daily mail.</li> <li>• Assist with the preparation of corporate/special events.</li> <li>• Initiate and order office supplies, consumables and equipment as required.</li> <li>• Ensure all office equipment is fully functional, and serviced including plants, coffee machine, dishwasher, photocopier etc.</li> <li>• Organise all catering requirements for the meeting rooms including all client requirements.</li> </ul>
Administration Support	<ul style="list-style-type: none"> <li>• Produce reports, correspondence, presentations, spreadsheets in a timely and accurate manner as directed by Management.</li> <li>• Providing administrative and secretarial assistance to Bellberry Managers as required.</li> <li>• Assist with business travel, conference/meeting booking and accommodation for Managers, Staff and Members as required.</li> <li>• Assist with preparation of marketing materials for conference attendance.</li> </ul>
Adhere to Bellberry operating procedures and policies, and relevant legislative requirements including:	<ul style="list-style-type: none"> <li>• Policies and Procedures outlined in the Bellberry Employee Handbook.</li> <li>• NHMRC National Statement on Ethical Conduct in Human Research 2007 and any updates.</li> <li>• SA Work Health and Safety Act 2012</li> <li>• Clerks Private Sector Award 2020</li> </ul>

### Essential and desirable knowledge, skills, experience and qualifications

Knowledge, skills, experience and qualifications	Essential or desirable
Demonstrated office management/reception experience	Essential
Sound knowledge of document preparation skills ensuring detail and accuracy by using various software applications including but not limited to MS Office suite.	Essential
Maturity and understanding of sensitive issues such as confidentiality.	Essential
Exceptional interpersonal skills which include, written and verbal communication and listening skills.	Essential
Demonstrated experience in the provision of customer support	Essential
Knowledge of Human Research and Ethics committee functions.	Desirable
Knowledge of research processes and applications.	Desirable
Knowledge of healthcare and research and ability to network within this area.	Desirable
Sound problem solving skills coupled with the ability to remain calm when assisting customer	Desirable

### Bellberry Values & Behaviours (Organisational Contribution)

**Making a difference**

We support and improve quality human research in Australia through our services and philanthropic endeavours. We do this by continually setting benchmarks, acting prudently and being purposeful in our decision-making.

**Working together with integrity and respect**

We are a community of members and staff working together with our clients in a caring, collaborative, and supportive way with the common goal of protecting and improving research participant welfare and autonomy. We do this by being warm and welcoming, actively listening, building connections, trust and understanding, being honest and fair, providing a safe environment, valuing the diversity and perspective of every individual, and acknowledging contributions.

**Professional and responsive**

We strive for quality and excellence in all that we do, to be rigorous, transparent and to take responsibility for our actions. We do this by being knowledgeable, responsive, reliable, consistent yet adaptable, using good judgement and displaying a positive attitude.

**Future looking and forward thinking**

We are independent, unbiased, innovative, and courageous, seeking to influence change and continually drive improvement across the research sector. We do this by being proactive, open to new ideas, asking challenging questions, pushing boundaries, having a thirst for knowledge and being proud to make a difference.

**Key stakeholder relationships**

- CEO
- HREC Team Leaders
- HREC Coordinator
- Bellberry Human Research Ethics Committee Members
- All Support staff across Bellberry
- Bellberry Panel Members
- External Stakeholders

**Special conditions**

- Flexible hours and some after hours as required.
- Leave must be taken during company nominated shutdown period over Christmas/New Year unless agreed otherwise with CEO for business purposes.
- For job share position holders it is highly desirable for additional days to be worked to cover leave of job share partner.