

Job Description

Title:	Support Officer, Blood Operations Centre
Classification:	APS5
Salary:	\$89,002 - \$93,886
Employment Status:	Ongoing full time
Security clearance level:	Baseline
Location:	Canberra, ACT

About us

The National Blood Authority (NBA) is an Australian Government statutory agency whose role is to work in a collaborative manner with all Australian governments and blood sector stakeholders to save and improve Australian lives and patient outcomes through a world-class blood supply.

For 20 years, the National Blood Authority (NBA) has delivered an uninterrupted supply of blood and blood products to Australians in need under the national blood arrangements.

Job Context

The Blood Operations Centre (BOC) provides front-line operational, and systems support to health professionals, hospitals, and patients across Australia. The BOC manages enquiries and support relating to blood supply, inventory management, bleeding disorders, and the NBA's blood sector systems.

The APS5 BOC Support Officer plays an important role in delivering responsive, high-quality support to stakeholders. The role involves responding to complex system-related enquiries, supporting operational coordination tasks, and contributing to the development and delivery of communications, guidance materials, and national messaging. The role also supports key activities such as stakeholder engagement, information and system updates, contractor onboarding, and continuous improvement initiatives. The officer works closely with team members and other areas of the NBA to ensure consistent service delivery and operational efficiency.

While the position does not formally manage staff, it provides guidance and informal support to other members of the team, including mentoring and contributing to their ongoing capability development.

This position requires a calm and confident communicator who can work under pressure, provide accurate advice, and collaborate effectively across the NBA. The officer also contributes to continuous improvement initiatives and aligns work to the NBA's strategic priorities, escalating matters where appropriate.

Note: Our BOC Support Officers have rostered work patterns and are required to periodically undertake after hours on-call telephone support.

Key Responsibilities

Although not exhaustive, the duties and responsibilities of this position may require you to:

1. Provide advice and support to Blood Sector System users including health professionals, administrative staff and patients.
2. Respond to stakeholder queries via both telephone and email
3. Build and sustain relationships with the team, and a range of internal and external stakeholders.
4. Identify and allocate tasks effectively to BOC Support Officers as required to achieve the operational outcomes of the team. Monitor output against plans, managing priorities and responding to changes in requirements.
5. Evaluate business, system and process performance, identify trends in system user issues and highlight and action the need for improvements.
6. Manage, coordinate and publish the team's communication to users of the Blood Sector Systems regarding updates and releases, ensuring that internal stakeholders are kept aware of any relevant changes and issues.
7. Manage recruitment activities for contractors within the broader ITS section. This includes the preparation of contracts for incoming contractors, on/off boarding, drafting contracts for negotiation and managing the ICT recruitment and commercial mailboxes, with support and under supervision.
8. Take personal responsibility for the accurate, timely preparation and review of a range of materials that could include standard operating procedures, correspondence, training plans, newsletters, national messaging and educational training materials.
9. Understand and provide input to the strategic objectives and business plan of the organisation, supporting broader NBA business areas through improved organisational collaboration and career development.
10. Identifies and considered broader factors, issues or trends that may impact the team's objectives and supports work alignment with the NBA's strategic priorities.

What We Offer

The NBA offers a clear purpose and meaningful work. You will directly make a positive impact by saving and improving Australian lives through a world-class blood supply.

The NBA provides a number of benefits to its staff including:

- ◆ be a part of a small agency in a secure, dynamic public service
- ◆ have great employment conditions with access to competitive superannuation, transparent pay, generous leave entitlements including parental leave, flexible work arrangements, and well-being support mechanisms
- ◆ be part of a community of strong, passionate, and proud professionals
- ◆ work under a strong set of shared values and expect high standards of workplace behaviour and integrity
- ◆ be supported to stretch yourself and grow both professionally and personally, and you to do the same for those you work with.

Our People, Culture and Environment

The NBA is a friendly and inclusive workplace. We are outcome focused and promote the APS Values and collaboration with our colleagues across governments, suppliers, public and private health services, health professionals, patients and non-government organisations. We value and champion the experiences, skills and perspectives of all employees. We strongly encourage applicants from diverse backgrounds, cultures, and those with caring and parenting responsibilities to apply so we better represent the community that we serve. Join our team to work in a refurbished, modern, and collaborative office in Lyneham, Canberra. We have substantially upgraded our technology environment, supporting more secure and contemporary work practices. Our upgrades include new video and audio capabilities, a rollout of new laptops, migration to Microsoft 365, and a move to the cloud.

Selection Criteria

The NBA applies a standard approach to the selection of all positions. The suitability of applicants is considered in accordance with the [Australian Public Service Integrated Leadership System \(ILS\)](#), their current and potential ability to perform the duties of a particular position at the level required, and their likely contribution to their work team and the NBA as a whole.

In preparing your application, you are encouraged to consider the detailed guidance and capability descriptions of the ILS. Specifically, applicants will be considered for the role against the following three primary selection criteria.

- 1. Your suitability for appointment at the APS5 level based on the capabilities and performance behaviours for an APS5 officer described in the ILS.**
- 2. Your capability to perform the duties of the position as described, based on your current knowledge, skills and experience and your potential to develop relevant knowledge, skills and experience.**
- 3. Outline your potential to make a positive contribution to the immediate work team and the NBA.**

Employment Requirements

This is a Designated Security Assessed Position (DSAP) at Baseline. The successful applicant must be an Australian Citizen capable of obtaining and maintaining a security clearance at this level. A loss of security clearance may result in termination of employment.

The NBA expects that all employees will perform their duties professionally and respectfully to achieve outcomes of the highest standard, and that this performance will reflect the best principles and practices of workplace diversity, workplace participation and a safe working environment.

Note: Our Support Officers will have rostered work patterns and are required to periodically undertake after hours on-call telephone support.

RecruitAbility

The RecruitAbility scheme applies to this vacancy. The NBA is committed to supporting the employment and career development of people with disability. More information on the RecruitAbility scheme can be found at [APSC Recruitability Scheme](#) homepage.

Additional Notes

A merit pool of suitable applicants will be established which may be used to fill ongoing vacancies of same or similar vacancies for 18 months from the date this vacancy was advertised in the Australian Public Service Employment Gazette.

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How to Apply

Your application should include:

- A one-page pitch that showcases your interest for the role and how you can leverage your skills, referring to the selection question above.
- A current CV (maximum 5 pages)
- Completed NBA Application Form

Submit your CV, one-page pitch and Application Form to NBA.Recruitment@blood.gov.au

Enquiries

If you require further information after reading the selection documentation, please email NBA.recruitment@blood.gov.au