# Job Description

**Title:** Support Officer

**Classification:** APS4

**Security Clearance:** Negative Vetting – Level 1  
**Location:** Canberra

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 ensure Australia's blood supply is safe, secure, adequate and affordable, and to support best practice management and use of blood products in Australia.

**Job Context**You will be part of the Blood Operations Centre in the Information Technology Services section. This team is responsible for the delivery, ongoing development and support for all blood sector information, communications and technology (ICT) systems and the NBA’s engagement with health providers.

The NBA operates a range of blood sector ICT systems, supporting over 20,000 users in laboratories and hospitals across Australia 24/7, who undertake a range of specific functions including blood supply, product and inventory management, management of people with bleeding disorders, national and jurisdictional reporting and the management of immunoglobulin product authorisations.

We are looking for great people with a demonstrated record in exercising initiative and judgement in the interpretation of policy and in the application of practices and procedures; in providing technical, professional, and/or policy advice in relation to problems; in applying strong stakeholder engagement and negotiation skills; and who have excellent oral and written communication skills.

**Primary Job Purpose**

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

1. Provide administrative support for projects, programs and contracts in accordance with the objectives of the *National Blood Agreement* and government policies;
2. Provide level one and two system and business process support (i.e. responding to day-to-day queries, issue resolution, and user training) for Blood Sector Systems to both internal and external clients;
3. Work in a collaborative manner to achieve team goals ;
4. Propose and implement innovations within a culture of continuous improvement;
5. Prepare and contribute to papers, minutes, presentations and correspondence;
6. Gather and investigate information from diverse sources;
7. Build effective relationships and negotiate outcomes with internal and external stakeholders; and
8. Contribute to NBA organisational strategy and culture.

**Working in the NBA**

All NBA officers are expected to actively and willingly participate in high level, organisation-wide responsibilities and administrative support activities. Officers are required to operate flexibly and exercise higher order leadership skills as well as directly undertake lower order independent work when necessary to get the job done. This reflects the nature of the NBA as a relatively small, specialist Agency and our limited capacity to backfill vacant positions for short periods within the limits of available finance and human resources. To recognise these circumstances, the NBA Enterprise Agreement provides for an annual payment of $1,000 to officers, subject to certain conditions.

Having regard to the flexible work requirements outlined above, the duties and responsibilities in this Job Description are subject to change and may be modified at any time for operational requirements.

**Selection Criteria**

The NBA applies a standard approach to the selection criteria for all positions. The suitability of applicants is considered based on 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 provided at <https://www.apsc.gov.au/integrated-leadership-system-ils-0>.

Specifically, applicants will be considered for the role against the following three primary selection criteria:

***1. Your suitability for appointment at the APS4 level based on the capabilities and performance behaviours for an APS4 officer described in the ILS, as follows:***

|  |  |
| --- | --- |
| **Supports strategic direction** | **Displays personal drive and integrity** |
| * Supports shared purpose and direction * Thinks strategically * Harnesses information and opportunities * Shows judgement, intelligence and common sense | |  | | --- | | * Demonstrates public service professionalism and probity | | * Engages with risk and shows personal courage | | * Commits to action | | * Promotes and adopts a positive and balanced approach to work * Demonstrates self-awareness and a commitment to personal development | |
| **Achieves results** | **Communicates with influence** |
| |  | | --- | | * Identifies and uses resources wisely | | * Applies and builds professional expertise | | * Responds positively to change | | * Takes responsibility for managing work projects to achieve results | | |  | | --- | | * Communicates clearly | | * Listens, understands and adapts to audience | | * Negotiates confidently | |
| **Supports productive working relationships** |
| |  | | --- | | * Nurtures internal and external relationships | | * Listens to, understands and recognises the needs of others | | * Values individual differences and diversity | | * Shares learning and supports others | |

***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.***

In the context of this position, it is desirable for applicants to have knowledge, skills and experience in providing excellent client service, managing user requests, and organising meetings; including booking travel and accommodation, preparing meeting papers and liaising with external stakeholders.

***3. Your potential to make a positive contribution to the immediate work team and the NBA as a whole.***

**Additional Information**

This is a Designated Security Assessed Position (DSAP) at Negative Vetting – Level 1. 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 position may require some interstate travel.

**Additional Notes**

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.

You will be required to participate in a rotating weekly roster during core operating hours   
(8.00am-5.45pm, Monday-Friday) and on-call duties outside of standard bandwidth hours   
(7.00am-7.00pm, Monday-Friday), on weekends (Saturday-Sunday) and public holidays, once trained.