

Business Support Officer

Summary of Job Profile

Clear Horizon is a world-class, values-based company that collaborates with change makers to design and evaluate solutions for people, place and planet. For over 20 years we have been leaders in facilitating program evaluation, developing measurement, evaluation and learning (MEL) frameworks, and undertaking research, evaluation, co-design and strategy development. We are recognised as cutting-edge and innovative practitioners.

The Business Support Officer role is responsible for providing high level administrative support to the Managing Director as well as managing the in-office and remote workplace operations. This role would suit someone who is looking for variety in their work and who is ambitious to grow into a broader corporate management role. It will suit someone who has outstanding project management, organisational and administrative skills. In this role you will be expected to have a can-do attitude and to use your initiative, be adaptive and be a general problem solver.

Ideally you will have worked in a not-for-profit, government or social enterprise organisation and/or in a consulting environment. You will have high ethical standards and personal integrity, enjoy working with a team but can work independently.

Clear Horizon is a modern workplace and has a flexible workplace culture. We have embraced the use of digital technology and tools for collaboration with clients and between teams. We are also building our digital capacity as enablers of productivity and efficiency across our business as well as our part of our service offering. To support our digital transition, you would need a good handle on IT systems and software administration and some experience in agile methodology would be great.

The key responsibilities for this role include:

- Assist the Managing Director in operational management – including preparation reports, agendas, documentation of meeting minutes, document folder management, support in the development and reviews of organisational policies (approximately 40%).
- Office support tasks include (approximately 60%):
 - Administration duties including reception, answering incoming calls, mail collection, management of 3 company email folders (admin, info and careers) and oversight of OHS procedures and compliance checks.
 - Office management duties include ordering and management of stationery, supplies and assets; management of staff facilities and amenities; preparation of workshops materials for consultants; supporting the on and off boarding of staff (computers and software, phones, keys, office systems), and maintaining CH employee handbook.
 - Office systems administration involves assisting in addressing computer hardware and software issues related to Office 365, SharePoint; developing and managing MS templates and forms, and the administration of software licence e.g. Zoom, LucidChart, Miro, Chatbox, Culture Amp, Accelo, Ring Central.

Selection criteria

Essential - specific

- Demonstrated ability to plan, organise and prioritise work in an environment with multiple and conflicting demands.
- Ability to work under pressure with conflicting priorities, meet strict deadlines with excellent attention to detail.
- Experience in Administration Support Officer roles
- Intermediate to advanced skills in administration and computer literacy Microsoft Office Suite: including Outlook, Word, Excel and PowerPoint, MS Teams and other Microsoft Office apps
- Well-developed written and verbal communication skills and interpersonal skills.
- Ability to exercise initiative and work both independently and co-operatively as required.
- The ability to view a problem from different angles and initiate solutions. Essentially the skill of 'thinking outside the box'.

Desirable Criteria

- Qualifications in business management and/or administration or equivalent.

Clear Horizon Values and Behaviours

- Our people are high performing, diverse, talented, supportive and inclusive.
- Ensure open lines of communication are maintained with all Clear Horizon colleagues
- Respect for our vision, mission and values
- Highest ethical standards and personal integrity
- Respect for confidentiality
- Strong work ethic
- Commitment to team-work and self, and the development of strong relationships with work colleagues
- Responsive to people's needs
- Good presentation skills
- Versatile with a 'can-do' attitude whilst performing multiple roles at the same time

Clear Horizon is a dynamic organisation with a family-friendly workplace that values work-life balance. Committed to conserving Australia's biodiversity and strengthening our local community we acknowledge the rights of Indigenous people within Australia and overseas, and work proactively for social justice and environmental sustainability.