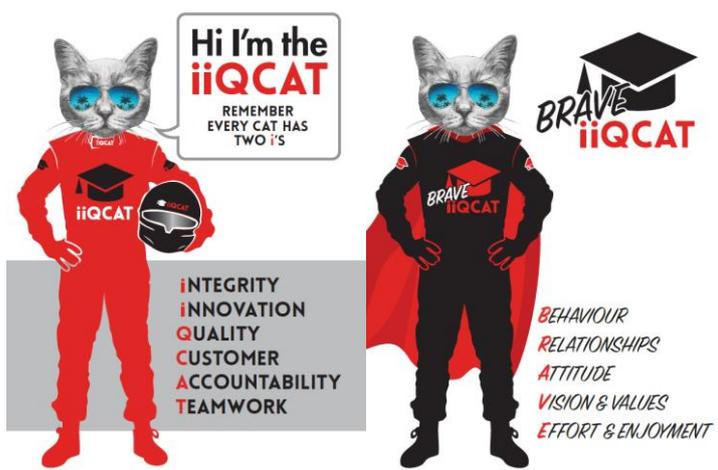


Position	Office Manager
Division	Business Services
Department	Business Services
Reporting to	Division Manager – People, Performance & Culture
Employment Type	Permanent

Key Relationships	<p>Internal</p> <p>Division Manager – People, Performance & Culture CFO & GM - Business Services Executive Assistant to the CEO CEO People, Performance & Culture team Division Managers General Managers All Staff Other internal stakeholders as relevant and appropriate</p> <p>External</p> <p>External training providers Chairman & AGPC Board Members Key suppliers and commercial partners Archive storage company Other stakeholders as relevant and appropriate</p>
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Values	<p>Knowledge of and consistent demonstration of the Corporation's IIQCAT values: Integrity, Innovation, Quality, Customer, Accountability, Teamwork.</p> 
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Corporation Objectives	<p>To create value for the state of Victoria.</p> <p>Our corporate strategy is underpinned by six strategic pillars:</p> <ul style="list-style-type: none"> • Build a powerful organisation and culture • Secure the future of our events • Connect people to business, brands and our sport
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	<ul style="list-style-type: none"> • Understand our customers and attract new audiences • Inspire the future by driving technology and innovation • Diversify and increase revenues to ensure our success <p>More specifically, we exist to promote Melbourne and Victoria via the staging of two international sporting events - the Formula 1 Australian Grand Prix at Albert Park and the Australian MotoGP at Phillip Island.</p>
Governed by	The Corporation is governed by the Australian Grands Prix Act 1994 (Vic).
Standards of behaviour	The Code of Conduct for Victorian Public Sector Employees governs the behaviour of all Corporation employees.
Human Rights	The Charter of Human Rights and Responsibilities Act 2006 is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. The Charter requires the Corporation to act compatibly with human rights, and to consider human rights when developing policies, making laws, delivering services and making decisions.
Role Objectives	To provide administrative support to the Business Services team and the broader organisation.
Core Responsibilities	<p>Office Management:</p> <ul style="list-style-type: none"> • Answering general enquiries on the Corporation's main phone and retrieving voicemail • Ordering stationery, supplies and other office requirements • Ensuring the board room and all kitchens are evenly stocked and well maintained, including management of fruit and milk orders • Coordination of incoming and outgoing mail and couriers. • Handling building & equipment maintenance requirements • Responsibility for the overall cleanliness, appearance and presentation of the office and reception area • Distribution of information to members of the public as required • Coordination of Store Room and storage facility bi-annual cleanup <p>Event related work:</p>

- Manage the allocation of accommodation for all AGPC staff for the Australian MotoGP at Phillip Island and selected approved staff for the Formula 1 Australian Grand Prix at Albert Park.
- Assist the Executive Office with the coordination of guest lists, invitations, RSVPs and distribution of tickets
- Assist with AGPC event time functions

Administrative support:

- Monthly updating of Invitation and Gift Registers
- Management of the corporation's records archiving (physical and digital).
- Completion of credit card reconciliations & uploading of supplier invoices for the CEO, GM-Business Services & Division Manager – People, Performance & Culture

Provide administrative support to the People, Performance & Culture (PP&C) Team:

- Updating of AGPC organisational structure document in Microsoft Visio
- Liaising with training providers and providing support in relation to staff training (eg. venue bookings and liaison, IT set up etc)
- Support the PP&C team in relation to PP&C led functions eg. employee of the year award, employee milestones and event staff briefing sessions
- Ordering of business cards and name plates for new employees
- Diarise employee work anniversaries for managers
- Coordinating staff farewells
- Coordinate PP&C related content for the staff bulletin and weekly staff meeting as required

Provide administrative support to the GM – Business Services as required:

- Diary management.
- Coordinate carparking for the Business Services team and assist with management of all organisational car parks
- Manage the office attendance list as required following the lifting of COVID-19 lockdown

Provide support to the EA to CEO:

- Assisting in administrative tasks with Boardtrac and setting up meeting rooms for Board Meetings
- Cover prime duties of EA to CEO when the EA is on leave (when required/available)

- Completion of the CEO's filing
- Assist with other administrative duties as required.

People Management:

- Manage event time Receptionist and/or Administrative support staff

Other duties at the reasonable request of the Division Manager – People, Performance & Culture or GM – Business Services.

At the reasonable request of your Manager, General Manager and/or the Chief Executive Officer, role responsibilities may be altered at any time. Changes will be tied to the Corporation's strategic objectives, workforce planning and the structural alignment of the Corporation.

Governance

Adhere to Corporation policies, procedures, and directives regarding standards of workplace behaviour in completing job duties and assignments.

Conducting every aspect of work in a trustworthy, reliable and transparent manner, and maintaining the highest ethical standards.

Customer Service

Putting internal and external customers first, building strong relationships and ensuring that the approach is responsive to the needs of the internal/external customer.

Encouraging openness and trust by sharing information widely, listening, welcoming constructive challenge and encouraging free dialogue.

Continuous Improvement

Taking initiative to improve operations/services/products and systems so that they are consistent with the Corporation's strategic direction and values; incorporating innovation and experimentation into daily work.

Health and Safety

To assist the Corporation in meeting its health and safety obligations you will be required to:

	<ul style="list-style-type: none"> • Actively participate in the reporting of hazards, incidents and near misses. • Take corrective action to address or mitigate any risks or hazardous situations throughout the course of your work. • Take reasonable care for your own health and safety, and for the health and safety of others. • Adhere to the Corporation's various policies, procedures, work practices and standard operating procedures. • Perform your role in accordance with any specific responsibilities as outlined in the Corporation's safety management system. <p>To enable the Corporation to meet its obligations for providing a healthy and safe working environment for you, you must inform your manager of any issues which may impact your ability to safely perform your role.</p> <p><u>Environmental Considerations</u></p> <p>Cooperate with the Corporation regarding caring for the environment, by acting in a sustainable way and minimising environmental impact by adhering to the Corporation's policies, procedures and work practices.</p>
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SELECTION CRITERIA

Qualifications and Experience	<ul style="list-style-type: none"> • High level administrative skills and substantial administrative experience required. • Previous event experience required. • Customer Service orientation. • Strong Microsoft Office skills - particularly Word, Excel and PowerPoint. • High attention to detail
Relevant Traits and Characteristics	<p>Customer Service</p> <ul style="list-style-type: none"> • Demonstrated achievement in and enthusiasm for the provision of quality customer service • Immediately respond to customers' needs or concerns to ensure the quality of service meets agreed standards <p>Teamwork, Collaboration, Adaptability and Resilience</p> <ul style="list-style-type: none"> • Demonstrated commitment to teamwork and the maintenance of a supportive work environment • Ability to work effectively as part of a team in a fast-changing environment

- Keeping calm by demonstrating a capacity to positively deal with unanticipated problems and changing circumstances
- A commitment to collaborate effectively with colleagues across the business

Interpersonal, Verbal and Written Communication

- Well-developed written communication ability
- Strong interpersonal and communication skills
- An ability to liaise, negotiate and constructively provide and accept feedback from staff at all levels

Organisation and Planning

- Organisational and planning skills in managing a personal workload in a busy environment with conflicting demands
- Ability to effectively prioritise and meet deadlines

Technology

- Experience in the use of Microsoft desktop products such as Word, Excel, Outlook and PowerPoint
- Experience in information management systems, including internet and on-line environments

Continuous Learning and Professional Development

- Demonstrated commitment to continual professional and personal development