

Job Description

Title:	Senior Support Officer, Information Technology Services
Classification:	APS 6
Salary:	\$94,495 - \$106,488
Employment Status:	Ongoing
Security clearance level:	Baseline
Location:	Canberra, ACT
Closing date:	2 weeks from the date of advertisement
Contact officer:	Catherine Karlsson, Assistant Director

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

As part of the **Information Technology Services** (ITS) team, this role is required to provide support services to the **Blood Operation Centre** (BOC) team and the **ITS Project** team. The role will support the management of the BOC team as well as provide support services to multidisciplinary ITS project teams. Knowledge of Agile project management methodologies are advantageous.

We are seeking a highly motivated individual who enjoys working in a rapidly evolving and forward-thinking environment. Our ideal candidate will have strong administrative support skills, including attention to detail, excellent communication skills, good judgement, the ability to manage competing tasks and good management/team building skills.

The ability to communicate clearly, calmly and confidently with external stakeholders, sometimes under pressure, is necessary. Prior knowledge is not a pre-requisite, as full training in the national blood systems and the APS environment is provided.

The BOC team provide operational support to Blood Sector Systems (BSS) and the NBA from Monday to Friday, 8 am to 5:45 pm Canberra time, with staff working hours negotiated to ensure we have coverage across this period. The BOC team also provide urgent support for BSS outside of these hours through on-call officers.

Key Responsibilities

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

1. Supervise the team providing support services for the Blood Sector Systems and the NBA.
2. Implement work plans including setting tasks and priorities, allocating resources and managing workflows with regular reporting.
3. Provide a quality customer service and advice by liaising with internal and external stakeholders to provide timely and positive outcomes for customers and the NBA.
4. Provide support in managing disruptions to services to the BSS and NBA.
5. Provide administrative services to ITS project teams and quality review meetings.
6. Assist in project management and coordination activities.

7. Contribute to NBA's organisational strategy and culture.
8. Work in a collaborative manner as a member of a team and across the NBA.

What We Offer

The National Blood Authority 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 outcomes 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 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. Specifically, applicants will be considered for the role against the following three primary selection criteria:

- 1. Your suitability for appointment at the APS6 level based on the capabilities and performance behaviours for an APS6 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.**

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

As a small Agency, it is important that our employees remain engaged and are proactive and flexible in how they can best contribute to the overall outcomes and objectives of 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.

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.

RecruitAbility

The RecruitAbility scheme applies to this vacancy. The National Blood Authority 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.

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 and experience to make a difference
- A current CV (maximum 5 pages) and
- Complete the [NBA Cover Sheet](#)

Submit your application to NBA.Recruitment@blood.gov.au.

Enquiries

If you require further information after reading the selection documentation, please contact Catherine Karlsson, Assistant Director by email Catherine.karlsson@blood.gov.au or 02 6151 5050.