



Position Description

POSITION TITLE:	Operations and Business Support Officer
LOCATION:	SAHMRI, North Terrace
REPORTS TO:	ANZORRG Registry General Manager
DEPARTMENT:	ANZORRG

PURPOSE AND SCOPE OF THE POSITION

The Operations and Business Support Officer provides high-level executive, administrative and operational support to the Australia and New Zealand Organ Replacement Registries Group (ANZORRG).

Reporting to the Registry General Manager, the role supports registry governance, executive leadership, operations and strategic priorities through the delivery of organised, confidential and high-quality business support services. The position works closely with internal stakeholders and engages with external partners including registries, researchers, healthcare teams and contributing agencies across Australia and New Zealand.

The role contributes to the effective functioning of registry operations, governance, communications, projects and continuous improvement initiatives, ensuring alignment with organisational strategy, values and objectives.

KEY RESPONSIBILITIES

Executive and Governance Support

- Provide high-level executive and confidential administrative support to the Registry General Manager and Executive Leadership, including diary management, meeting coordination, preparation and follow-up.
- Coordinate governance meetings, executive committees, advisory groups and key forums, including agendas, papers, minutes, action tracking and logistics.
- Support registry-wide planning, leadership and execution aligned with strategic priorities.

Operations and Business Support

- Support the effective management of registry operations and administrative functions, contributing to workflow coordination and operational efficiency.
- Coordinate travel, conferences, stakeholder engagements and registry events.
- Provide financial and human resource administrative support as required.
- Maintain accurate records and administrative systems, ensuring quality, timeliness and integrity of information.

Communications, Reporting and Publications

- Prepare executive-level reports, communications, and meeting documentation.
- Coordinate registry grants, publications and submissions, including oversight and record management within PURE.
- Distribute reports and communications to participating hospitals and stakeholders across Australia and New Zealand.



Projects and Continuous Improvement

- Participate in and support strategic projects, system enhancements and continuous improvement initiatives.
- Contribute to improving processes, tools, systems and organisational effectiveness.

Compliance, Safety and Values

- Attend and participate in meetings, performance reviews and professional development activities.
- Take reasonable care to protect own health, safety and welfare and that of others.
- Participate in the implementation of SAHMRI's Work, Health and Safety Management System.
- Perform duties in accordance with SAHMRI's Vision, Mission, Values and Code of Conduct.

SPECIAL REQUIREMENTS

- Limited out of hours' work may be required.



Person Specification

QUALIFICATIONS

Completion of administration/management certificate/diploma or equivalent (desirable).

EXPERIENCE, KNOWLEDGE AND SKILLS

- Demonstrated experience providing high-level business and executive support in a complex organisation.
- Strong interpersonal, written and verbal communication skills.
- High level organisational skills with strong attention to detail.
- Demonstrated ability to work independently, show initiative and manage competing priorities.
- Ability to work effectively under pressure while delivering high-quality outcomes.
- Experience in financial and human resource administrative processes.
- Experience working in environments requiring confidentiality and discretion.
- Proficiency across Microsoft Office applications including Outlook, Word, Excel, PowerPoint, Teams and SharePoint.
- Experience working in areas of medicine and/or registry environments (desirable).
- Support SAHMRI's commitment to reconciliation and acknowledge the importance of working in partnership with Aboriginal and Torres Strait Islander People
- Able to demonstrate the following SAHMRI Values and Culture:
 - **Excellence** – Bold, Driven, Dynamic
 - **Innovation** – Persistent and Focused
 - **Courage** – Collaborative and Enabling
 - **Integrity** – Embrace Diversity, Demand Equity
 - **Teamwork** – Friendly, Fast, Flexible, Fun