

Position description

Position title:	Data Administration Officer
Date of last revision:	January 2018

1. Purpose

Reporting to the Information Systems Manager, the Data Administration Officer works to support GP Synergy's training and education program by ensuring data in our database is of the highest quality. For this reason, the Data Administration Officer must have a high level of attention to detail, thoroughness and accuracy in work performed.

The Data Administration Officer also provides administrative support to ensure an appropriate interface is maintained between the education and training program and other business processes.

2. Essential duties and responsibilities

Essential duties and responsibilities include the following, other duties may apply:

2.1 Perform administrative and data entry duties in support of GP Synergy's training and education program:

- a) entry of term placement details into relevant database (including Special Education Programs, ADF registrar portfolios)
- b) assist in the carrying out of Working With Children Checks prior to trainee commencement in first GP term
- c) entry of approved hospital term rotations in GPRime
- d) validate data quality of registrar files on document server
- e) checking and submission of incoming term paperwork to the Department of Health to enable provider number processing to occur in a timely manner
- f) entry of leave and part-time training approved applications in appropriate database
- g) create and manage users in database including accreditations.

2.2 Work with the Information Systems Manager to review, plan, implement, conduct and monitor processes to ensure data quality, accuracy, and accessibility within GP Synergy:

- a) provide administrative support to the Information Systems Manager
- b) liaise with other GP Synergy staff
- c) liaise with administrative officers of other regional offices
- d) liaise with other Regional Training Organisations (RTO) where necessary.

2.3 Working with administrative staff and management to ensure an appropriate interface is maintained between the education and training program and other business processes:

- a) act as an initial point of contact and triage for trainees, supervisors and practice staff enquiring about or participating in administrative processes related to training.

2.4 Undertake any other duties as determined by the Information Systems Manager and the Chief Information Officer:

- a) providing administrative support
- b) Providing other support as delegated for specific project areas both temporarily and on an ongoing basis.

3. Task specification

Task name	% Total work
Perform administrative and data entry duties in support of GP Synergy's training and education program	45%
Work with the Information Systems Manager to review, plan, implement, conduct, and monitor processes to ensure data quality, accuracy, and accessibility	45%
Working with administrative staff and management to ensure an appropriate interface is maintained between the education and training program and other business processes	5%
Undertake any other duties as determined by the Information Systems Manager and the Chief Information Officer	5%
TOTAL	100%

4. Distinguishing factors and competencies

4.1 Skills and other attributes

Area	Description	Competency level required
Skills		
Computing	High level office computing skills including MS Office applications:	
	• MS Word	Medium
	• MS Excel	Medium
	• MS Access	High
	• MS Outlook	Medium
	• Adobe	Medium
	• Database	Very high
Communication	Written and verbal communication skills	Very high
	Interpersonal skills	Very high
Customer service	External customer service skills	High
	Internal customer service skills	High
Coordination	Time management - ability to handle multiple tasks simultaneously	High
	Organisational and planning skills and the ability to plan and prioritise work to meet deadlines	Very high

	Demonstrates attention to detail, accuracy and thoroughness in work produced	Very high
	Problem solving skills	Very high
	Document and electronic filing systems	High
Analytical	Synthesises complex or diverse information	Medium
Attitude and recommended characteristics		
Attitude and recommended characteristics	Propensity towards internal and external customer service	High
	Propensity towards being organised	Very high
	Works well in a team environment	Very high
	Propensity towards multidisciplinary task role and is flexible	High
	Keeps focussed and organised under 'reasonable' pressure	High
	Demonstrates respect for internal and external stakeholders and upholds organisational values	Very high
	Maintains professionalism and a positive and courteous manner	Very high
	Demonstrates sound work ethic	Very high
	Is reliable and dependable	Very high
	Undertakes and participates in self-development activities	High
	Exhibits an affirmative approach to the requirements of the role and organisational activity	High
	Takes pride in presentation, quality and efficiency of work	Very high
Complexity		
Complexity	Requires a high degree of customer service and organisational skills	Very high
	Performs a variety of tasks in a multidisciplinary environment	High
	Requires high level degree of judgment to perform a variety of job tasks that involve reference to multiple sets of standards and policies and confidentiality requirements	Medium
	Ability to cope with competing priorities and resources	High
Supervision		
Supervision	Requires the ability to be self-directed and work in a team setting	Very high
	Has the ability to work unsupervised	Very high
Safety		
Safety	Observes safety and security procedures	High
	Observes the requirements under the Information Security Management System Charter and specific responsibilities	High
	Determines appropriate action when responding to safety and security matters	High

4.2 Knowledge

Requires knowledge of requirements of Australian General Practice Training, RACGP Vocational Training Standards, ACRRM Training Standards for Supervisors and Training Posts, and GP Synergy, the Department of Health and AGPT policy and procedures (will be provided as part of orientation and induction to the role).

A sound understanding and proficient knowledge of other relevant standards, legislation, policies and procedures.

The role requires the requisite knowledge of the program to support and direct trainees and supervisors in their respective roles.

4.3 Working conditions

- performing multidisciplinary job functions in a relatively stable work environment
- occasional disagreeable elements such as managing the coordination of competing tasks and priorities
- occasional travel.

4.4 Physical demands

Requires medium work demands of an office environment.

4.5 Communicates with

- Management
- Medical educators
- Staff
- Registrars, supervisors and practice staff
- External and internal clients and suppliers including external uses
- Other industry stakeholders

4.6 Scope of authority

Reports to the Information Systems Manager under the matrix reporting structure.

5 Qualifications

5.1 Education

- Qualifications, study and extensive experience in database management and administration.

5.2 Experience

- Requires relevant and current experience in education and/or training environment.

5.3 Other qualifications/licences

- Unrestricted motor vehicle licence (essential).

6 Document Information

6.1 Source documents and cross references

GP Synergy Policies, Procedures and Employment Contract

6.2 Revision history

The following table shows the changes that have been made to this document.

Reviewer	Date	Comments
	November 2010	Developed
ND	February 2014	Update
DA	April 2015	Annual review
MvD & ND	November 2015	Review
MvD & ND	March 2017	Updated
ADMIN	July 2017	Update to Safety and Security
EH	January 2018	Reformatted