



JOB PROFILE

Position Title:	Administrator, Program Operations
Engagement type:	Contract, 2 years
Salary:	\$67,177 + 15.4% super
Department/Unit:	Content and Operations/Program Operations
Immediate Manager:	Senior Manager, Program Operations
Location:	Sydney

Position summary: This role is responsible for providing operational support to the various funding areas of Screen Australia to ensure we deliver consistent, efficient and effective service to the industry. Responsibility for funding area/s specialty will be determined by the Senior Manager, Program Operations in accordance with work flow requirements.

Core Accountabilities

The key responsibilities of the position will include:

- Answer application enquiries - pre, during and post-application - in relation to all aspects of the funding process, ensuring applicants are kept well informed of the process of their application and any outstanding requirements.
- Respond to general enquiries via email or phone regarding processes, terms of trade, guidelines, etc.
- Process applications from receipt through to assessment including data entry, liaising with applicants on missing materials, conflict of interest checks and report generation.
- Conduct thorough reviews of applications against primary and secondary eligibility criteria in line with relevant guidelines, and follow up with applicants to make any necessary corrections.
- Coordinate assessors (internal and external) by communicating deadlines and providing administrative support for the assessment process.

- Communicate with the specialty funding area's unit on all matters regarding eligibility, missing materials, meetings and deadlines.
 - Arrange, prepare and attend decision meetings and take minutes as required.
 - Keep up to date with guidelines for each program and any ongoing changes.
 - Run a variety of routine and ad-hoc reports from the database.
 - Provide general administrative support, including Reception duties on occasion, with a can-do attitude to the various funding program areas.
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Selection Criteria

Qualifications and Experience

- Prior experience working in a similar administrative environment, ideally within the Screen industry.
 - Understands the significance of Screen Australia's role in the industry.
 - Demonstrated experience working in a customer-focused team environment.
 - Demonstrated strong administrative skills with the ability to prioritise competing demands and deliver to tight deadlines.
 - Strong written and verbal communication skills with the ability to display tact, diplomacy and sensitivity as required.
 - Demonstrated high attention to detail and displays the ability to interpret and keep up-to-date with changing guidelines
 - Ability to work independently and as part of a collaborative team environment.
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Behaviours

- Open communicator, shares thoughts and opinions with others
- Driven to achieve results
- Focused on the achievement of team goals
- Establishes and maintains effective relationships with internal and external customers, and gains their trust and respect
- Creative approach to problems and can 'think outside the square'
- Seeks feedback, takes it on board and modifies approach
- Continually seeks to improve self and Screen Australia
- Works collaboratively across the agency to achieve common goals