

Position Title	Operations and Compliance Officer
Group/Portfolio	Griffith Health - Technical Partners Health
Classification	HEW 5
Position Number	00064265
Reports To	Technical Manager – Technologies, Operations & Logistics (TOL) Technical Partners Health
Employment Type	1 FTE, Continuing

1.0 Position Purpose

Technical Partners Health (TPH) is a large support element providing technical support to practical and simulation teaching, research, Clinical Trial Unit and clinic activities within Griffith Health. Working under the direction of the Technical Manager TOL and with oversight from the Senior Operations Support Specialists and Senior Operations and Compliance Officers, this position provides administrative, first-line technical and coordination support for operational, maintenance and compliance activities across Health Group Specialised Facilities.

2.0 Eligibility Requirements

- The occupant of this position will have completed a relevant Health or Science degree, or possess an equivalent combination of relevant education, training, and experience working within specialised facility environments.

3.0 Key Responsibilities

- Provide administrative and coordination support for operational, maintenance and compliance activities across Health Group Specialised Facilities, working collaboratively with TPH staff and stakeholders to support efficient service delivery.
- Coordinate routine operational and compliance workflows, including facility induction documentation and record keeping, contractor and technician access, equipment servicing documentation, training activities, meetings and follow-up actions, escalating technical, complex or higher-risk matters to the responsible Senior Officers.
- Act as an initial point of contact for stakeholder enquiries, monitor shared mailboxes and other communication channels, acknowledge and triage requests, provide routine process and status information, monitor progress and follow up outstanding matters. Refer enquiries requiring technical advice, interpretation, risk assessment, approval or a departure from established procedures to the responsible Senior Officer or Technical Manager.
- Ensure the effective and efficient operation of TPH by contributing to maintenance of operational and compliance records and information systems, including registers, databases, spreadsheets, contact lists, SharePoint sites, equipment service records and document management systems.
- Support audit and compliance monitoring activities by coordinating documentation, gathering information, tracking actions and following up with stakeholders, under the

direction of the senior officer responsible for the relevant compliance area.

- Provide support for the preparation and review of risk assessments, standard operating procedures and related compliance documentation, including coordinating input, managing document workflows, monitoring review dates and maintaining approved versions.
- Undertake financial and administrative activities using University systems, including purchase orders, payment and invoice requests, credit card reconciliation, expenditure tracking and preparation of routine correspondence and reports, and assist the Technical Manager with tracking budget expenditure.
- Assist with coordination of projects and improvement initiatives, including scheduling, stakeholder communications, document preparation, action tracking, record keeping and progress updates, under the scope and direction established by the responsible senior officer or manager.
- This position may be required to take on other responsibilities, commensurate with the expectations of a role at this level, which contribute to the overall objectives of the work unit.
- Lead and promote adherence to the principles of respect, high performance, inclusion, collaboration and integrity as outlined in the Health Group Charter and exhibit good practice in relation to the same.
- Lead and promote compliance with relevant legislation and University policies and procedures, including equity and health and safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the **Leads Self** section of our [Capability Development Framework](#).