

An aerial photograph of a coastline, showing turquoise water with white sand beaches and dark green vegetation. The water is clear, revealing the sandy bottom and some rocks. The land is covered in dense green trees and shrubs. The overall scene is bright and scenic.

# A I T H E R

JOB DESCRIPTION

## **Business Support Officer**

Location: Melbourne CBD



## Job Summary

**A fantastic opportunity for a Business Support Officer to join Australia's leading water advisory business.**



## The Opportunity

Aither is in search of a Business Support Officer to play a key role in supporting the operation and team of a high-performing and growing professional services business. You will deliver key administrative, office management, and executive support tasks to contribute to seamless business operation.

As a key member of our Operations Team, your energy, enthusiasm and adaptability will contribute to Aither's culture and our tradition of exemplary customer and employee satisfaction.

This is a full-time role located in Melbourne. Aither offers flexible working arrangements, and alternative terms, including a part-time position, are negotiable with the right candidate.

# About Aither

Aither is Australia’s leading team of advisors specialising in the management of water policy, water markets, infrastructure, natural hazards and resources. To achieve this, Aither strives to meet its vision to inspire and enable positive change working alongside water, infrastructure and environmental advisors on a diverse range of obstacles.

Aither offers a high-performance, flexible, team-oriented work environment where staff are committed to treating one another with respect and courtesy. Working across multiple countries, we offer consultancy services to help navigate complexity by providing clear, evidence-based analysis, insights, and advice.



As a certified B-Corporation we seek to increase our positive impact and challenge ourselves to discover new ways of improving our interactions with the community, the environment, our employees and our clients. Aither is an inclusive and equal opportunity employer, and we are actively seeking to increase our workplace diversity.



## About the Role

In a context of exciting growth and change, the role of Business Support Officer is critical to meeting the dynamic needs of the business and its team of high-performing consultants. The role requires a high degree of initiative and autonomy, but also a willingness to respond flexibly and reactively to short-term needs. The adaptability to manage a dynamic environment will be enhanced by an ability to work as part of a team and to follow, improve, and embed systems and processes that support efficient business operation.

Reporting to the General Manager, you will be responsible for activities that include but may not be limited to:

- Providing basic Executive Assistant support (such as calendar management) to Aither's Directors and COO
- Managing day-to-day office needs to ensure a well-functioning space that meets staff expectations, from liaising with Building Management, contractors and suppliers, to maintaining a clean, tidy and inviting workspace
- Triaging, prioritising and responding to day-to-day requests for support from staff
- Providing an initial point of contact for clients, general queries and office reception
- Managing email inboxes, calendar requests, room bookings and other administrative functions
- Assisting with event co-ordination and staff travel arrangements
- Liaising with IT support services and equipment providers
- Helping to deliver seamless and high-quality experiences for potential recruits, new starters, and leavers
- Operating effectively within Aither's systems and software, including the Microsoft suite, databases and CRM software
- Building relationships across the business and contributing to Aither's culture by demonstrating our values.



## About You

You are motivated by the opportunity to demonstrate your initiative and energy in supporting the effective operation of a busy professional services team. You work amenable and effectively as part of a team, while establishing systems and processes that enable you to work with a high degree of autonomy.

You are engaged, quick to learn, and enjoy working in a dynamic environment where tasks and priorities can change from day-to-day. You take pride and recognise the value in whatever tasks are expected of you, responding to all requests with enthusiasm.

You are eager to develop your skills and like to explore ways to make repeat tasks easier and more efficient. You enjoy working in a work environment founded on a clear purpose, with values that guide positive behaviour and mutual respect.

Skills and experience that will be highly valued includes:

- 2 – 3 years' experience within a personal assistant, business support, or office management role
- Exceptional communication skills, both oral and written
- Familiarity with and solid basis in Microsoft Office apps, as well as aptitude for IT systems and software in general
- A proven ability to manage competing priorities and meet deadlines
- Demonstrated ability working constructively as part of a team, as well as independently
- Strong attention to detail and commitment to seeing tasks through to completion
- A willingness, openness and ability to learn and develop.

# Application process

To apply for this role, please submit a copy of your cover letter and resume with your application, detailing why you are interested in the position.

**Submissions for this role close 10-06-2022**

To learn more about Aither, visit [www.aither.com.au](http://www.aither.com.au)

For any queries, email [office@aither.com.au](mailto:office@aither.com.au)