

Position Description

Position Title	Access Control and Signage Officer
Position Number	30101871
Division	Finance and Resources
Department	Facilities Management
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administration Grade 3
Classification Code	HS3
Reports to	Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none">• National Police Record Check• Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

This position forms part of the Bendigo Health Facilities Management administrative team, general administrative and reception duties will form part of the role along with supporting the management of BHFM operating systems. These systems include but are not limited to Genetec, Sphere, Promaster, QFM and Oracle.

Responsibilities and Accountabilities

Key Responsibilities

- Managing Sphere and Genetec computerised door access systems for the retained buildings including updating and maintaining the databases, processing requests, activating/deactivating access, report generation, and liaising with managers and staff on door access issues. Assist in the maintenance and diagnostic processes within the Sphere System.
- Liaise with Bendigo Health's partners regarding access requests and issues. Maintaining, creating and implementing Genetec door access zones and zone collections against roles and individuals. Provide access to retained buildings via the Genetec security system. Monitor the Sphere/Genetec API progress via remote software. Including diagnostics when doors malfunction or stop working.
- Managing the retained buildings key system including processing requests, ordering keys via Oracle & ProMaster, issuing/retrieving organisational keys, updating registers, maintaining the database and liaising with managers and staff on key issues. Liaising with Bendigo Health's partners on key issues within the new hospital. Oversee access to the KMP's (key management panels).
- Assist with the management of QFM and implementation of new modules as required.
- Managing the retained buildings signage system including processing requests and orders, liaising with contractors and Corporate and Community Affairs on design and placement, liaising with Bendigo Health's partners in regards to parking & road signs. Undertake major signage updates according to organisational rebranding.
- Manage the organisation's car parking system for doctors, staff, veterans, contractors and others including updating and maintaining information/records, issuing permits, invoice requisitions, allotting available spaces and reconciling reports. Liaising with Bendigo Health's partners on carpark management issues. Overseeing public parking use and liaising with Bendigo Health's partners and the public regarding complaints, faults etc.
- Provide efficient and effective customer service, dealing with queries promptly and in a courteous, helpful and friendly manner.
- Maintain detailed records as needed ensuring that documentation is completed correctly and filed appropriately.
- Working as part of the administrative team and provide reception support for the department.
- Assist with other duties as required.

Key Selection Criteria

Essential

1. At least five years' experience in an administrative role.

Desirable

1. Excellent organisational skills and attention to detail.
2. Knowledge of QFM or similar systems.
3. Commits to flexibility and innovation, using evidence-based approaches.
4. Monitors stakeholder satisfaction and responds to consumer needs.
5. Able to quickly learn new systems and procedures.

6. Experience with administration support systems.
7. Excellent written skills for data collection, analysis, and reporting.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.