

## Position Description

Position Title	Project Officer & Governance Support
Position Number	30011796
Division	Innovation & Digital Services
Department	Loddon Mallee Shared Services (LMSS)
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 4
Classification Code	HS4 – HS29
Reports to	Regional Chief Information Officer
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>
Mandatory Requirements	<ul style="list-style-type: none"> <li>National Police Record Check</li> <li>Drivers Licence</li> <li>Immunisation Requirements</li> </ul>

### Loddon Mallee Shared Services (LMSS)

Loddon Mallee Shared Services provides ICT services to all health services currently within the Loddon Mallee network. The services LMSS provide can range from ICT helpdesk, implementation and management of approved applications to consolidating regional platforms with dedicated support teams.

In addition, LMSS also provide Cyber Security services, deliver large scale ICT projects and initiatives, provide regional system governance and oversee and approve new ICT requests via the Tech Advisory Group.

Accountable to the Loddon Mallee Rural Health Alliance Board, we are governed by the Department of Health [rural-public-health-care-agencies-ict-alliance-policy.docx](#) as well as a Joint Venture Agreement between the health services.

As our major health service within the Loddon Mallee, Bendigo Health is our employing agency and therefore all LMSS staff are predominately governed by Bendigo Health policies and procedures and ways of working.

### 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.

As the leading Loddon Mallee Health Service, Bendigo Health is the employing agency on behalf of the Loddon Mallee Shared Services Division.

## 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

Reporting to the Regional Chief Information Officer, this role will work across the LMSS team to support the drive for continuous improvement and achievement of the Loddon Mallee Digital Roadmap 2026-30.

The Project Officer & Governance Support role will work alongside project managers and the Manager PMO, to provide support to regional projects, ensuring there is robust governance and supported coordination is in place both to the region and across the Loddon Mallee Shared Services Division. This role will also be the first point in triaging Tech Advisory Group (TAG) requests, involving stakeholders and driving an improved level of service and response to the region.

As a key regional coordination role, supporting activities and introducing new initiatives that drive regional collaboration, communication and engagement will be critical to the ongoing success of the LMSS team.

Key attributes include strong communication skills and working well within a team environment, ability to work on multiple items at one time and ability to work autonomously, using initiative to prioritise workload and outcomes.

## Responsibilities and Accountabilities

### Key Responsibilities

- First contact point for the Tech Advisory Group (TAG), coordinating required steps and input from key stakeholders to progress the request and update the requester.
- Working with the CIO, establish a customer service model (outside service desk) to increase customer satisfaction and drive internal accountability
- Working with the CIO, establish key customer performance metrics, introducing ways in which LMSS can capture meaningful performance data as the ICT service provider for the region.
- Deliver support to project managers, including supporting project governance that will ensure effective functionality and robust governance outcomes including support with communication and engagement materials and co-ordination
- Provide a broad range of senior administrative services to ensure the smooth and efficient operation of the LMSS team.

- Work closely with the LMSS Executive Governance Officer to ensure aligned outcomes and seamless support across overlapping responsibilities, providing backfill support when required.
- Support the establishment of a regional system governance model ensuring the opportunity to seek feedback, review and adapt
- Develop and prepare communication materials using digital tools such as Canva and Mailchimp, ensuring content is clear, engaging, and aligned with organisational messaging.
- Assist in maintaining the LMSS share point site and LMSS leadership hub

## Key Selection Criteria

### Essential

1. Qualifications/Experience: 5+ years experience (minimum) working in a similar role. A tertiary qualification in Business Administration or relevant experience
2. Technical skills: Highly proficient and proven knowledge in Microsoft Office suite products, including Outlook, Excel, Word, PowerPoint, Teams and other applications relevant to administration functions.
3. Stakeholder management and interpersonal skills – Demonstrated experience in stakeholder engagement and communication: Proven ability to share information effectively, foster relationships with diverse stakeholders and support collaboration across teams and regions.
4. Working autonomously - Ability to identify and seek information and resources required to problem solve and help others to work effectively; high level skills in the analysis, process improvement and interpretation of complex data
5. Planning and organising – Strong organisational and administrative skills: Experience in coordinating meetings, managing calendars and agendas, using MS suite and virtual platforms and maintaining accurate records and shared resources.
6. Communication skills - Excellent oral and written communication skills with proven ability to prepare a range of correspondence and presentations on behalf of others.
7. Process Improvement – Ability to lead and develop continuous improvement strategies and change, engaging key stakeholders for maximum impact. Including preparation of information, follow up review and communication and delivery of user guides and training materials where relevant.

### Desirable

8. Experience in preparing communication material and working with communication tools such as Canva, Mail Chimp and SharePoint and AI administration tools
9. Experience working in a regional role
10. Experience working in the health industry

## Generic Responsibilities

All 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.*