Position Description

Position Title	Administration Support
Position Number	30027384
Division	People and Culture
Department	Learning, Education and Development
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)Enterprise Agreement 2025-2027
Classification Description	Administrative G2 L1
Classification Code	HS2
Reports to	Director - Learning, Education and Development
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• 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

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

As part of Learning, Education and Development within the People and Culture Division, the Administrative Officer works closely with Learning, Education and Development Directors, Managers and staff to support the everyday running of the team. They will be responsible for office administration, scheduling of learning activities, data entry, and administration and maintenance of time and attendance records.

Responsibilities and Accountabilities

This position will report to the Director of Learning, Education and Development while also working closely with Manager of Allied Health Education and Manager of Nursing and Midwifery Education.

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page. Staff undertaking this role should be willing to progress their knowledge, skills and capabilities as required.

Key Responsibilities

In close consultation with relevant LEAD staff, this position's key responsibilities are to:

- Administer and maintain time and attendance records through the Bendigo Health system
- Provide the first point of contact for Learning, Education and Development
- Schedule events, create flyers and publicise events
- Provide administrative support for Learning, Education and Development activities
- Set up and maintain electronic databases and records
- Prepare reports, letters, agendas and minutes
- Order and monitor stationary, stores and supplies

Employees are required to carry out lawful directions outlined above or delegated to them.

Key Selection Criteria

Essential

1. Proficient in scheduling, promoting and managing events and programs
2. Demonstrated experience with ordering systems
3. Expertise in office administration, clerical and reception duties
4. High level computer keyboard skills and sound knowledge of IT systems and software applications
5. Demonstrated commitment to accuracy and attention to detail
6. Excellent interpersonal and customer service skills
7. Proficiency with time and attendance IT systems

Desirable

8. Proven ability to work in a team environment
9. Proven ability to be responsible for managing own workload and tasks in a timely manner
10. Flexibility to operate in an environment of change and continuous improvement

11. Demonstrated high level verbal and written communication skills with the ability to interact effectively and appropriately with clients, staff and the community

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.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- 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.