

Position Description

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| Position Title | Administration Officer |
| Position Number | 30101681 |
| Division | People & Culture |
| Department | People & Culture |
| Enterprise Agreement | Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025 |
| Classification Description | Grade 2 |
| Classification Code | HS2 |
| Reports to | Director People & Culture |
| 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

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.

This position provides administrative services to support the People and Culture Division as well as a proactive and friendly reception function to internal and external customers. This position is often the initial contact for new, existing and potential staff.

The focus of the role is to deliver a positive experience to our customers including current, new and potential staff. The position has a strong data entry focus which requires excellent attention to process, detail and accuracy.

Whilst part of a supportive People & Culture Advisory team and People & Culture Division, the position is located in a separate office area and operates relatively autonomously. This position also provides some general reception support for the Anne Caudle Campus.

Responsibilities and Accountabilities

Key Responsibilities

- Manage the People and Culture Inbox – answering first-level queries and directing other queries as required, in a prompt and efficient manner;
- Provide a professional reception service for People and Culture. Ensure all telephone, email, face-to-face and mail communication and enquiries are handled professionally and efficiently;
- Prepare and distribute photo identification access cards for staff, students, volunteers and contractors.
- Administer the off-boarding of staff, as per the Staff Initiated Departure Process.
- Enter workforce compliance information into the relevant Bendigo Health databases and maintain relevant registers including performance reviews, code of conduct, other employment and gifts and benefits.
- Co-ordinate the administration of the probationary process for the organisation.
- Administer the on-boarding and off-boarding of non-paid contractors, students, volunteers etc
- Administer the content of the People & Culture intranet page ensuring information is up to date, current and presented in a professional and easy to access manner.
- Monitor staff movements within the People and Culture Division and up-date the relevant internal databases.
- General office management for People & Culture Division including monitoring, ordering and unpacking stationary, office and kitchen supplies; watering office plants, unpacking the dishwasher and other tasks as needed.
- Pick-up, drop off and distribute mail.
- Manage the collection and clearance of second-hand uniforms.
- Prepare reports, general correspondence and other documents as requested.
- Provide general administration support to the Advisory services team as required.
- Assist with managing the fit2work police check system and coordinate renewal processing as required.
- Assist with the Co-ordination of the administration of the National Disability Insurance Scheme (NDIS) checks as required.
- Assist with the administration and co-ordination of People and Culture Divisional events and training as required.

Key Selection Criteria

Essential

1. **Administration Skills:** Excellent organisation skills and attention to details; experience in complex administrative roles; strong telephone, reception and office admin skills; ability to learn new systems and procedures; experience with administration support systems;
2. **Customer Focus:** experience in providing exceptional reception and administrative services to both internal and external customers; committed to delivering high quality outcomes for customers ensuring confidentiality at all times;
3. **Communication and Interpersonal Skills:** Sound written and oral communication skills; confidence to interact and communicate with a diverse customer base which is positive, enthusiastic, friendly and helpful;
4. **Organisational Skills:** ability to prioritise work effectively and meet required deadlines and schedules with minimal supervision;
5. **Detail Focus:** ability to develop, improve and maintain office systems and processes, ensuring a keen eye for detail and confidentiality;
6. **Computer Skills:** demonstrated experience with the Microsoft Office suite (Outlook, Word, Excel, PowerPoint) and databases; SAP experience highly desirable.
7. **Autonomy:** Ability to work independently and as part of a team; Ability to complete delegated tasks without supervision.

Desirable

1. Previous experience in public health or in a health environment and working within a Human Resources team highly desirable.

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.