

POSITION DESCRIPTION

Position Description:	Contract Support Officer
Business Unit/Department:	Public Private Partnership (PPP) Performance & Contract Management
Division:	Health Support Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 4 – Level 1 to Level 5 (HS4 to HS29)
Reports To:	Operations Manager – PPP
Direct Reports:	N/A
Date Prepared/Updated:	February 2026

Position Purpose

The State, on behalf of Western Health, have entered a Public Private Partnership (PPP) Agreement with Plenary to provide services to the Hospital for a period of 25 years commencing September 2025 for facility management, cleaning services, security and car park management.

The role of the Contract Support Officer is to ensure the terms and conditions of the PPP Contract are met by all parties and that the Service Providers delivers a high standard of care.

Business Unit Overview

The Health Support Services (HSS) division provide a range of support services underpinning the direct care delivery to patients and their families and carers by providing high-quality non-clinical services to Western Health. These services include environmental services, communications and administration, mail services, linen and food services, waste management, transport services including non-emergency patient transport and courier transport, retail, and car-parking.

The HSS division collaborates across several divisions within Western Health and partners with external services to ensure the provision of Best Care for all members of the community.

This makes HSS ideally positioned to oversee PPP consortia delivery of similar services in their operated sites, and that HSS can liaise between all parties with insights and management guidance on performance issues.

Key Responsibilities

Key responsibilities include (but are not limited to):

Facilities Management and Contract Compliance

To ensure that the Project Company deliver on the Project Objectives so the facility is capable of carrying out its principal function. This includes:

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- Ensuring WH does not take back risks allocated to the private sector.
- Coordinating both soft and hard services as required.
- Coordinating Modifications and Minor Works as required
- Assistance with monitoring and evaluation of the operating term documentations.
- Contract administration activities are processed in a timely and efficient manner, communicated to all stakeholders and appropriately scoped.
- Operating phase documentation is appropriate for the service and reviewed annually.
- Attendance at relevant meetings
- Issues of concern raised
- That change and project objectives are effectively met in a timely fashion
- Effective working relationships are maintained with stakeholders

Performance Review

Assist in the evaluation of the performance (KPIs) of the service provider and its delivery of services to the facility on a daily/monthly basis:

- Assist with the review of Project Co monthly reports for accuracy and validity of information.
- Assist with the evaluation of the Extension of time (EOT) and failure events ensuring they are communicated, managed and recorded.
- Assist with the review of Helpdesk incidents and reports.
- Stakeholder Management
- To communicate the PPP model to internal stakeholders, providing guidance on the roles and responsibilities of the service provider, and subcontractors.
- Ensure stakeholders are advised and consulted as required in relation to facility /capital works (including maintenance, capital works, cleaning etc.)
- Ensure facility works are carried out so as to minimise the impact to hospital operations.
- Proactive approach to identifying and resolving issues.
- Timely responses to queries.
- Stakeholders (internal & external) are kept well informed
- Established mechanisms in place to ensure effective communication
- All changes are effectively communicated and perspectives considered
- Represent WH and its interests at external meetings and to minimise service disruption
- Demonstrate understanding in financial and operational tasks
- Comply with all Western Health policies and procedures

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Operations Manager
- Project Managers
- Health Information Services
- Security Services
- Space Manager
- Engineering Services
- Environmental Services
- Nurse Unit Managers
- Clinical Hospital Coordinators
- Other Health Support Service divisions
- Nursing, medical, clerical, and ancillary staff

External:

- Plenary health
- Honeywell and their sub-contractors
- Compass Group

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- VHBA

Selection Criteria

Essential:

- Previous experience & understanding of PPP Contracts
- Ability to build and maintain strong professional relationships
- Exceptional organisation skills and a keen eye for detail
- Highly developed customer service skills
- Demonstrated experience in time management
- Effective and professional communication and interpersonal skills
- Excellent and concise written and verbal communication skills
- Demonstrated ability to multi-task, prioritise duties and adhere to instructions
- Excellent computer and keyboard skills
- Demonstrated ability to manage, develop and maintain electronic administrative systems
- Ability to take initiative and adapt to change
- Ability to produce quality documentation including reports, manuals, correspondence, templates and publications
- Demonstrated ability to work effectively as part of a team
- Demonstrated ability to prioritise and manage under pressure
- Ability to work flexible hours

Desirable:

- Experience in organisations with many internal and external relationships
- Demonstrated commitment to continual professional and personal development
- Understanding of health care environments
- Qualifications in Business/Health Administration/Construction or related discipline

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment.
- Obtain a working with children check prior to employment (if requested).
- Obtain an Immunisation Health Clearance prior to employment.
- Report to management any criminal charges or convictions you receive during your employment.
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures.
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- 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 Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.

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General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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