

POSITION DESCRIPTION

Position Title:	Administration Systems Support
Business Unit/Department:	Engineering Services
Division:	Health Support Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 2 – Level 1 to Level 5 (HS2 to HS21)
Reports To:	Administration Team Leader
Direct Reports:	N/A
Date Prepared/Updated:	5 January 2026

Position Purpose
<p>As a member of the Engineering Services team, the Administration Systems Support Officer will be required to provide administrative support to all of Engineering Services' teams and departments. The role requires highly developed communication skills and experience in a busy office / workshop environment; as well as accurate and timely data entry and maintenance of data systems including Excel, Microsoft Access, and vendor software such as Pulse/BEIMS.</p> <p>The Administration Officer performs a time-sensitive access role; an ability to perform and make sound discretionary judgements under time pressure is essential. The role includes, but is not limited to: handling and escalating incoming enquiries and requests for service (some of urgent or critical nature), switchboard/telephone functions, collation of compliance documentation, updating an Asset Register database, processing electronic Work Orders, assisting with general engineering enquiries, invoicing using accounts payable, account reconciliation and training of new staff members as required.</p>
Business Unit Overview
<p>The Engineering Services Department at Western Health is committed to ensuring that all buildings, grounds, services, plant, equipment, machinery, furniture & fittings perform efficiently, are maintained and serviced in such a manner that they provide a safe and pleasant environment for patients, staff and visitors to the hospital.</p>
Key Responsibilities
<p>Reception, Contractor/Visitor & Service Management:</p> <ul style="list-style-type: none"> • Enter new contractor inductions onto the Visitor Registration System • Reception Duties – handling walk up enquiries, locating completed workshop jobs (Biomedical) • Collect Mail • Sign in/Sign out Contractors that come to the Engineering Dept / issue car parking permit • Monitor the Engineering Services inbox and action accordingly

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- Receive deliveries for trade and Biomedical staff and notify them of receipt of goods
- Key Register – ensure keys are signed out and returned
- Assist in getting Work Permits signed by Plant Manager/Team Manager
- Assist trade staff with enquiries (work orders allocated to them / purchase orders raised /closing off jobs)
- Monitor staff sick phone and update staff leave manager daily

Accounts Processing:

- Establish and maintain appropriate work patterns and procedures for daily accounts to be approved and paid
- Duties cover end-to-end accounts payable:
 - Raise Purchase Orders in FMIS and BECMS
 - Check monthly invoice statements for overdue payments
 - All account documentation to be entered with 100% accuracy
- Liaise and consult with suppliers and contractors routinely with regard to invoices and quotes for work orders in Engineering
- Liaise and consult with suppliers and contractors with regard to overdue invoices and purchase orders to discuss any issues with routine transactions
- Ensure red-stamp invoices and utility bills are signed by relevant approvers within a timely manner
- Provision new suppliers in FMIS and BECMS

Asset Management:

- BEIMS, ZUUSE & BECMS Administrator, including provisioning of new staff members into BEIMSS
- Prepare daily and monthly reports for use by management such as generating planned maintenance reports
- Accept, delegate and record Work Orders (BEIMs)
- Generate Planned Maintenance PO's
- Set up and maintain Contracts
- Upload bulk work order closure records (Biomedical)
- After hour Call In by trade staff to be entered onto BEIMS
- Add new suppliers on BECMS/BEIMS as required
- New/replacement call bells to be registered on asset database
- Upload corrected asset datasets into BEIMS as needed

General Engineering Services Support:

- Liaise with immediate supervisor and middle management level positions to seek and provide information
- Create task cards for current policy, procedures and workflows to ensure they are understood and adhered to
- Order stationery/uniforms/technology/new phones/tablets, set up and training – liaising with suppliers for routine orders of supplies
- Mobile phone contact person – dealing with all phone related issues: network dropouts, email setup, app updates
- Assist Engineering and Biomedical Management Team when required for ad-hoc tasks: data cleaning, formatting documents, collating financial and asset data to produce reports for use by Engineering Services Management as needed.
- Train new staff members on all tasks as required
- Set up and provision of new employees in BECMS, BEIMS, Engineering Staff Leave Manager, etc.

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:

- All Western Health Ward and Department employees
- Engineering Services Management Teams – all
- Engineering Services, Biomedical and Maintenance Staff

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- Engineering Administration Staff

External:

- Contractors and Engineering/Maintenance providers
- Maribyrnong City Council/Brimbank City Council
- Services Authorities and Utilities

Selection Criteria

Essential:

- Experience in account processes, including invoicing/reconciliation
- Experience in delivering outstanding customer experience with high level of quality services
- High level competence in the use of information technology
- High level administrative skills, incorporating filing systems and admin support
- Excellent MS Office Applications (Word, Excel, PowerPoint, Microsoft Access)
- Confident and clear communicator
- Ability to liaise effectively with people from a range of cultural backgrounds
- Sound verbal and written communication skills
- Ability to coordinate multiple tasks simultaneously and productively
- Demonstrated numeracy skills and attention to detail
- Ability to problem-solve and work independently
- High level accuracy & attention to detail
- Ability to operate effectively in a team
- Ability to contribute ideas and demonstrate initiative

Desirable:

- Familiarity with Engineering services/Facilities Management/Trade Environment
- Familiarity with hospital environments and the health care system

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 the course of 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
- 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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