

POSITION DESCRIPTION

Position Title:	Administration Officer
Business Unit/Department:	Western Public Health Unit
Division:	Western Public Health Unit
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:	Operations Support Coordinator
Direct Reports:	N/A
Date Prepared/Updated:	15 May 2026

Position Purpose
The Administration Officer provides administrative and operational support to the Western Public Health Unit (WPHU). The role supports day-to-day business operations, data administration, meeting coordination, onboarding activities and business systems support to assist the effective functioning of the unit.
Business Unit Overview
<p>The Western Public Health Unit (WPHU) has been established to strengthen the public health response to communicable diseases and other health issues. The Unit is part of a system of three metropolitan Public Health Units, including Western (WPHU), North Eastern (NEPHU), South Eastern (SEPHU) and six regional Public Health Units to provide a state-wide system of public health delivery and oversight.</p> <p>WPHU is led and coordinated by Western Health and responsible for approximately 1.3 million people in the LGA's of Maribyrnong, Moonee Valley, Hobson's Bay, Merri-bek, Melbourne, Brimbank, Melton and Wyndham. Initially, WPHU was responsible for COVID-related activities (case investigation, contact tracing and outbreak management) in collaboration with the Victorian Department of Health (DH). However, now local public health units are taking increasing responsibility for many notifiable conditions under the Public Health and Wellbeing Act 2008 alongside the Victorian Department of Health (DH), and also non-communicable disease and health promotion activities in their assigned catchments, as part of the state's overall public health response.</p> <p>The WPHU team works very closely with a range of key stakeholder groups, in particular the Public Health Division at DH, local government, local community health networks and primary health providers.</p> <p>WPHU promotes a healthy workplace culture, with our culture statement being "We are a diverse and welcoming team passionate about public health. We value open and honest communication. We work together to create a flexible environment of mutual respect, inclusivity and connection".</p>

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Key Responsibilities
<ul style="list-style-type: none"> • Provide professional and timely administrative support to internal and external stakeholders, including health professionals, community members and partner organisations. • Respond to and appropriately direct general enquiries received via email, phone and other communication channels as required. • Coordinate day-to-day office administration tasks, including mail distribution, procurement, stock management, invoicing and maintenance requests. • Assist with logistics for meetings, training and events, including scheduling, room bookings, catering arrangements and preparation of documentation. • Support meeting coordination by preparing agendas, taking minutes and distributing meeting materials for health protection teams and working groups. • Assist with onboarding and offboarding administration processes, including coordination of access requests and system setup requirements. • Provide first-line administrative support for Health Protection E-Systems (e.g. MS Teams, SharePoint, PHESS), including user access coordination and basic troubleshooting support. • Perform data entry and support routine data quality activities to maintain accurate and up-to-date information and assist with report preparation. • Maintain digital and physical records in accordance with organisational and legislative requirements. • Assist with procurement processes and maintain inventory for office supplies and equipment. • Contribute to continuous improvement activities by supporting the review and update of administrative procedures and processes. • Provide general administrative support to the WPHU team to support effective day-to-day operations. • In addition to the key responsibilities specific to your role, you are required to deliver on the Key Organisational Accountabilities aligned with Western Health strategic priorities. <p>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.</p>
Key Working Relationships
<p>Internal:</p> <ul style="list-style-type: none"> • Operations Support Coordinator • Divisional Director WPHU • Director WPHU • Other staff within WPHU • Other Western Health Departments (e.g. Finance, ICT and Engineering) <p>External:</p> <ul style="list-style-type: none"> • Consumers, families and carers • Consumer representatives as required • Department of Health • Other Local Public Health Units • Community Partners including Community Health, Local Government, Metropolitan and Regional Health Services • Private business providers (i.e. Courier services, Catering companies)
Selection Criteria
<p>Essential:</p> <ul style="list-style-type: none"> • Qualification in an accredited clerical or administration training course, or equivalent experience • Demonstrated interpersonal, verbal and written communication skills • Demonstrated organisational skills with the ability to manage competing priorities and meet deadlines • Ability to work effectively with people from diverse cultural, social and professional backgrounds • Demonstrated experience using Microsoft 365 applications including Outlook, Word, Excel, PowerPoint, Teams and SharePoint • Demonstrated experience in accurate data entry and records management

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Demonstrated experience managing telephone and general enquiries in a busy environment

Desirable:

- Experience working in the healthcare sector
- Experience with health-related E-Systems (i.e. PHESS, iPM, Genesys)
- High level problem solving and conflict resolution skills

Key Performance Indicators

- Completes staff E-Systems set up and on boarding requirements before start date
- Completes staff off boarding duties within reported timeframes
- Completes data entry into appropriate templates for quality and performance reports by due date
- Answers incoming calls within reported timeframes

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), 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

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

Our Vision

Together, Caring for the West
Patients – Employees – Community – 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: _____

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment