

POSITION DESCRIPTION

Position Title:	Business Systems Coordinator
Business Unit/Department:	Western Public Health Unit (WPHU)
Division:	Division of Western PHU
Award/Agreement:	Health & Allied, Admin Officers and Managers
Classification:	HS4 – Dependent on experience
Reports To:	Divisional Director Western Public Health Unit (WPHU)
Direct Reports:	Administration Officer
Date Prepared/Updated:	26 June 2025

Position Purpose

The Business Systems Coordinator leads the improvement and management of WPHU business systems and processes to enhance operational efficiency and ensure compliance with WPHU and Western Health policies. This role supervises the administrative officer, optimises workflows through effective delegation, and supports project management frameworks across the unit. Working closely with the Divisional Director and Director, the Coordinator prepares strategic reports, collaborates with senior management on business planning, and acts as a key liaison for internal and external stakeholders, ensuring timely communication and resolution of enquiries.

Business Unit Overview

The Western Public Health Unit (WPHU) is one of three metropolitan Local Public Health Units (LPHUs), and alongside six regional LPHUs forms a collaborative Network to deliver frontline public health for Victoria. The LPHU Network works closely with the Victorian Department of Health to provide for local and regional responses to communicable and non-communicable diseases through community partnerships and local public health initiatives.

Led and coordinated by Western Health, WPHU serves over 1.3 million people across the local government areas of Brimbank, Hobsons Bay, Maribyrnong, Melbourne, Melton, Merri-bek, Moonee Valley and Wyndham. WPHU investigates and manages cases and outbreaks of notifiable conditions under the Public Health and Wellbeing Act 2008 in collaboration with the Department's Community and Public Health Division, manages public health risks and supports public health emergency responses.

WPHU collaborates with local governments, community health networks, and primary care providers to improve health outcomes across its catchment, working to keep people well by leading and supporting practical population health action.

Our Vision

Together, we deliver the healthcare of the future.
Patients – Employees – Community – Environment

<p>WPHU promotes a healthy workplace culture, expressed in its culture statement: “We are a diverse and welcoming team that is 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>
<p>Key Responsibilities</p>
<p>Business Systems and Process Improvement</p> <ul style="list-style-type: none"> • Lead the ongoing improvement of business systems (e.g., SharePoint, Power BI, document workflows) to enhance team efficiency and ensure compliance with Western Health policies. • Oversee and guide process improvement initiatives to optimise workflows and system performance across the unit. • Support the adoption and consistent use of WPHU’s project management framework, providing guidance and monitoring to ensure effective planning and delivery of projects. • Oversee data quality and reporting activities, supporting data analysis and visualization efforts to inform workforce planning and operational performance. <p>Leadership and Team Coordination</p> <ul style="list-style-type: none"> • Provide operational leadership and coordination including workforce planning, recruitment support, rostering oversight, and performance development. • Supervise the Administrative Officer role, providing leadership, support, and performance guidance to ensure effective delivery of administrative services. • Oversee administrative workflows and delegate operational tasks appropriately to optimise team efficiency and service quality. <p>Strategic Reporting and Operational Support</p> <ul style="list-style-type: none"> • Prepare and review strategic reports, dashboards, and compliance documentation for the Divisional Director, Director, and senior leadership to support governance and decision-making. • Collaborate closely with the Divisional Director, Director, and senior managers on business planning and resourcing activities, providing operational insights and data to support informed decisions. • Act as a key point of contact for internal and external stakeholders, including confidential liaison with the CEO, senior government officials, and other high-level representatives, managing enquiries and resolving issues promptly and professionally. <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>
<p>Key Working Relationships</p>
<p>Internal:</p> <ul style="list-style-type: none"> • Divisional Director Western Public Health Unit • Director Western Public Health Unit • WPHU Leadership team • WPHU <p>External:</p> <ul style="list-style-type: none"> • Western Health staff members including Senior Leadership Group • Department of Health • Local and Regional Public Health Units

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- Public/Members of the community, families and others as required
- Community Partners including Community Health, Local Government, Metropolitan and Regional Health Services,
- General Practitioners and the Primary Healthcare Network

Selection Criteria

Essential:

- Demonstrated experience in office management and executive support roles.
- Strong organisational and multitasking skills with attention to detail.
- Advanced proficiency in Microsoft Office Suite (Word, Excel, PowerPoint), and SharePoint.
- Excellent interpersonal and communication skills, with the ability to liaise professionally with diverse stakeholders.
- Demonstrated confidence and professionalism in liaising with CEOs, senior government officials, and high-level stakeholders.
- Proven ability to manage confidential information with discretion.
- Experience in coordinating meetings and meeting secretariat functions, including preparing agendas, taking minutes, and managing follow-up actions.
- Knowledge of HR administrative procedures and recruitment support.
- Ability to generate reports and manipulate data using reporting tools.

Desirable:

- Experience with financial administration and procurement processes.
- Familiarity with project coordination and process improvement initiatives.
- Previous experience in database management and document control systems.

Qualifications

- Relevant qualifications in Business Administration, Office Management, or related fields preferred.

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
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, 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

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- 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
- 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:	Click here to enter the Employee's name.		
Employee's Signature:		Date:	Click here to enter a date.

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