

POSITION DESCRIPTION

Position Title:	Business Support Manager
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 5 – Level 1 to Level 5 (HS5 to HS33)
Reports To:	Director – Engineering Services
Direct Reports:	Business Support Team Leader
Date Prepared/Updated:	7 January 2025

Position Purpose
The Administration Manager provides leadership, high-level oversight, and strategic direction for the administrative and operational support functions within Engineering Services. This role focuses on higher-level functions including compliance, reporting, continuous improvement, contractor governance, service performance, risk identification, and operational optimisation. This position ensures the efficient, safe, and compliant delivery of administrative services across Facilities Management, and related Engineering Service units. It leads improvement initiatives, drives data integrity, steers operational efficiency, partners with senior leaders to deliver organisational objectives, and strategic support to the Engineering Director and Operations Manager to translate priorities into clear targets, monitor performance, and remediate risks. This role also has a Task-initiating and coordinating relationship with the Biomedical Engineering, Logistics and Business and Workforce teams.
Business Unit Overview
The Engineering Services Department within Western Health is committed to ensuring that all buildings, grounds, services, plant, equipment, machinery, telephony and messaging, 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.
Key Responsibilities
Team Management: - Lead and mentor the Team Leader – Administration, providing guidance, direction, and performance oversight. - Develop and maintain talent development across the administrative team, ensuring capability building, training, and professional growth. - Conduct and oversee performance discussions with the Team Leader and oversee performance cycles for the wider administrative function.

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- Lead recruitment processes, including defining role requirements, shortlisting, interviewing, and onboarding.
- Foster a positive team culture that promotes accountability, service excellence, and continuous improvement.
- Provide leadership direction in managing escalations, staffing challenges, or workload distribution issues.
- Establish and maintain a high-performance culture across the administration function through clear expectations, accountability, and ongoing feedback loops.
- Guide the Team Leader in managing day-to-day performance for the administration staff, providing direction for early intervention, coaching plans, and development pathways.
- Champion a culture of professionalism, collaboration, psychological safety, and service excellence within the administrative team.

Process Improvement:

- Identify and evaluate opportunities to streamline processes, eliminate inefficiencies, and enhance workflow effectiveness within Engineering.
- Lead and implement improvement projects aimed at increasing productivity, service quality, and operational consistency.
- Develop, refine and maintain updated procedures, standard work instructions, and documentation to support improved work practices.
- Assess and monitor the impact of process changes using data, feedback, and performance metrics.
- Lead the Team Leader to embed new workflows into daily operations and ensure staff adoption
- Manage project improvements through governance, data analysis, and process alignment.
- Review, develop, and implement administrative and operational improvements

Compliance & Reporting:

- Ensure issues, risks, and challenges within the administrative function are identified early, communicated, and managed proactively.
- Oversee and maintain compliance with organisational, regulatory, and contractor management obligations.
- Monitor and assess adherence to procedures and identify areas of non-compliance or risk.
- Produce and deliver high-quality reports including performance metrics, compliance summaries, risks, contractor governance, and administrative KPIs.
- Represent the administrative function at internal and external meetings, presenting data, risks, improvement initiatives and progress updates.
- Maintain oversight of administrative risks, implement mitigation actions, and escalate issues appropriately.

Finance:

- Exercises Deleg and responsibility for the Business Support cost centre, overseeing budget performance, expenditure approvals, and financial governance
- Partner with the Director and Operations Manager in budgeting by providing cost insights, variance explanations, and financial data analysis.
- Oversee the accuracy, timeliness, and compliance of administrative financial processes managed by the Team Leader (POs, invoices, reconciliations, cost coding etc).
- Monitor and interpret contractor and expenditure trends to identify overspending or cost-saving opportunities.
- Review and validate financial documentation for accuracy and alignment with budget requirements.
- Provide commentary for monthly reports and assist in preparing financial submissions or business cases.

General Duties:

- Champion and implement a 'Customer Service' business model
- Lead and manage external complaints and ensure timely, professional investigation and resolution.
- Provide high level support to the Operations Manager & Director as required
- Create professional and productive working relationships with key contacts and stakeholders are

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continuously built upon and improved.

- Represent the administrative function at relevant meetings, ensuring alignment between Engineering Services priorities and administrative operations.
- Build and maintain professional relationships with internal stakeholders and external contractors.

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:

- Administration Team Leader – Engineering Services
- Operations Manager, Engineering Services
- Director, Engineering Services
- Engineering Services Leadership Team
- Strategic Engineering Team
- Engineering Services & Maintenance Staff
- Sustainability Manager
- WH internal departments (DTS, Finance, OHS, Contracts and Procurement, Legal)
- WH Managers and Stakeholders

External:

- Engineering/Maintenance contractors
- Service authorities & utilities
- Local government (Brimbank, Maribyrnong)
- Melbourne Health Shared Services

Selection Criteria

Essential:

- Accounting Certificate/Diploma or relevant equivalent professional experience
- Diploma of Leadership and Management or relevant equivalent professional experience
- Effective in team management and providing feedback and encouragement to bring the best out of the team
- High interest in hospital operations, Asset Management and/or Facilities Management
- Excellent computer literacy skills (Microsoft Office, Excel, PowerPoint and Word)
- Strong commitment to customer service and demonstrated ability to work in a high-volume administrative environment with a keen attention to detail.
- Demonstrated understanding and proven ability to actively contribute to the principles of best practice and continuous improvement
- Demonstrated high level interpersonal and communication skills, with the ability to deal confidently and courteously with people at all levels
- The ability to work independently, and to problem-solve
- Be reliable, have effective time and priority management skills and be target driven
- Have a proactive and positive attitude and positive workplace behaviours
- Have the ability to take on new tasks and accept role diversity as the business needs change
- High level accuracy & attention to detail, excellent numeric skills and ability to prioritise tasks
- Proactive, co-operative and enthusiastic approach to responsibilities with an ability to make decisions
- Create strong relationships with external contractors (i.e. Otis, Schneider, Lanec etc)
- Sound understanding of the Procurement & Contract Process

Desirable:

- Sound understanding of FMIS, BEIMs, BECMS, QFM
- Experience working in an Engineering/trade environment
- Experience working within an Engineering / Construction Department
- Familiarity with hospital environments and the health care system

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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, 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
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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