

POSITION DESCRIPTION

Position Title:	Business Support & Administrative Staff Manager
Business Unit/Department:	SEAS Leadership
Division:	Surgery, Endoscopy & Anaesthesia Services (SEAS)
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:	Divisional Director
Direct Reports:	Divisional Administrative Staff
Date Prepared/Updated:	1 April 2026

Position Purpose
The Business Support/Administrative Staff Manager is a key member of the divisional team and will have a strong focus on managing the recruitment process and remuneration of Senior Medical Staff and managing the Divisional administrative team. The position will oversee the administrative team in providing support to the Division, including all clinical units, support accurate and timely clinical billing for relevant disciplines, and oversee the purchase of clinical equipment for the theatre suites. The Business Support/Administrative Manager will monitor and evaluate systems to improve processes for the development and implementation of the Divisional business plan.
Business Unit Overview
The Division of Surgery, Endoscopy and Anaesthesia Services is responsible for the provision of both elective and emergency surgical and endoscopic procedures across Western Health. Services are provided across our Footscray, Sunshine, Joan Kirner, Williamstown, Bacchus Marsh and Sunbury campuses and include both adult and paediatric services. We provide in excess of 36,000 elective procedures per year in conjunction with an outpatient service
Key Responsibilities
Provide business support to the Divisional Director, Operations Managers and Heads of Unit within the Division including: - Managing the recruitment process for SMS, including Fellows - Monitoring and reporting on SMS FTE - Monitoring SMS leave to ensure service provision capability is maintained, all required documentation is submitted and the Western Health leave management policy is adhered to. - Management of SMS schedule/profile changes - Oversight of clinical billing within the division including fee-for-service, private patient, TAC and Workcover

Our Vision

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

- Ensure timely completion of all SMS on-boarding requirements
- Management of Divisional Clinical Administrative Staff across all campuses; including PA support for HOU and administrative assistance for units
- Monitoring and reporting of professional development plan completion and mandatory training KPI's for all medical staff within the Division.
- Lead Divisional quality improvement initiatives focussed on streamlining administrative workflows
- Develop, implement and maintain standardised administrative processes and protocols to ensure consistency across surgical units
- Provide information to the Divisional Director and Heads of Unit to assist with service delivery decision making

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:

- Divisional Director
- Clinical Services Director
- Director of Surgery
- Operations Managers
- Clinical Heads of Unit
- Senior Medical Staff
- Administrative Staff
- Medical Workforce Unit
- People Services Recruitment Unit
- Nursing Staff

External:

- Recruitment agencies
- SMS private rooms
- Other Healthcare Providers

Selection Criteria

Essential:

- Proficient understanding of Surgery, Endoscopy & Anaesthesia Services
- Excellent understanding of recruitment process
- Grad Cert, Diploma or similar qualification in Healthcare and Leadership
- Demonstrates high level management skills
- Demonstrated knowledge of professional standards as well as legal and ethical requirements
- Demonstrated ability of assigning priority to responsibilities and meeting time constraints in a dynamic environment.
- Excellent organisational skills.
- Highly developed interpersonal skills.
- Demonstrate initiative, discretion, confidentiality, and judgement of a high order.
- Sound analytical and problem-solving skills
- Proficient in Microsoft Office Suite.
- Flexibility to attend out of hours meetings held either onsite or offsite.

Desirable:

- Understanding of medical terminology.

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).

Our Vision

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

- 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.

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: _____

Our Vision

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