

POSITION DESCRIPTION

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| Position Title: | Western Centre for Health Research and Education Administration Officer |
| Business Unit/Department: | Education and Learning |
| Division: | People Culture and Communication |
| Award/Agreement: | N/A |
| Classification: | HS2-3 |
| Reports To: | Education & Learning Manager- Women's & Children's Services |
| Direct Reports: | Nil |
| Date Prepared/Updated: | 16 July 2025 |

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| Position Purpose |
| The role provides comprehensive administrative and operational support to management, clinical, and education teams within the Women's & Children's Services and the Centre of Education. This position ensures the efficient coordination and delivery of education programs, including undergraduate and postgraduate initiatives, by managing rostering, data entry, and course setup in the Learning Management System (WeLearn). The role is responsible for maintaining accurate records, preparing reports, processing financial transactions, and supporting event and venue management for training and corporate functions. Additionally, the position acts as a key point of contact for education-related inquiries, offering timely advice and assistance to clients, staff, and program participants. Through effective communication, resource management, and collaboration with internal and external stakeholders, the role contributes to the smooth operation of education services and the promotion of learning opportunities across the organisation. |
| Business Unit Overview |
| Western Health recognises the importance of career development for its staff. The Centre for Education is a key provider of clinical support, professional development and continuing education for nurses, midwives and other health professionals and non-clinical staff and the WCHRE is a key focal area that will support innovative and collaborative education and research across a wide range of disciplines and topics. The Centre of Education aims to provide an efficient and effective integrated education service that addresses the learning, education and training needs of Western Health staff and its key stakeholders from a perspective of life-long learning and professional development. |
| Key Responsibilities |
| <ul style="list-style-type: none"> • Providing efficient administration services to management, clinical and education teams • Support Midwifery Undergraduate Program with rostering, orientation attendance and transfer of data |

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- Assist with clerical and computer work in the Learning Management System – WeLearn, including setting up courses and data entry
- Generating sundry debtors resulting from clinical placements
- Raising purchase orders, ordering stationery and supplies
- Preparing reports, statements and other documentation required for reporting purposes
- Responding to relevant education emails and the WeLearn help desk
- Answering phone enquiries
- Providing advice and assistance to clients, participants of education programs and education resources
- Ensuring timely and accurate information is maintained (i.e. databases, websites, publications and other communications)
- Assisting with Event Management System bookings
- Scanning documents and filing
- Providing clerical support for all programs run through the Centre of Education, including undergraduate and postgraduate programs.
- Photocopying and binding
- Preparing training folders and manuals
- Laminating documents as required
- Maintaining filing systems, paper based and electronic
- Collecting, sorting mail and mail drop off
- Issuing daily calendar cards for training venues within the Education Centre
- Maintaining and upkeeping of venue facilities and surroundings and actioning Biomedical Engineering Maintenance Services (BEIMS) requests as required
- Assisting with corporate functions as required
- Assisting in the organisation and bookings of venues, resources, catering requirements for education programs, meetings, forums and conferences
- Planning and coordinating publications and promotional materials in consultation with Public Affairs department
- Distributing posters and notices
- Coordinating Western Health and Department of Health and Human Services annual scholarships and processing scholarship payments
- Assisting with Graduate Nurse/Midwife Program recruitment processes as directed
- Organising, maintaining and sorting office stationery supplies as required
- Covering other administrator roles within the education department and WCHRE

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:

- Director Education and Learning
- Education and Learning Manager's
- WCHRE Operational Committee
- WCHRE tenants
- Western Health Staff
- Educators, Lecturers and Trainers
- Finance
- People Services
- Public Affairs
- Supply Department
- Infrastructure (Maintenance)
- Information Technology Department

External:

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- Universities
- Service Providers (i.e. stationery and equipment supplies, venue and catering hire)
- WHCRE Clients

Selection Criteria

Essential

- Must be prepared to work across any Western Health Campus
- High level of written and verbal communication skills
- High-level customer service and interpersonal skills with people from diverse levels and backgrounds
- Advanced computer and administrative skills including Microsoft Office software programs in particular MS Outlook, Access, Word, Excel, PowerPoint, SharePoint.
- Ability to manage a high volume of data entry and developing and maintaining electronic administrative systems
- Ability to produce quality documentation (e.g. reports, manuals, correspondence, templates, publications) and editing and presentation assistance for complex documents
- Organisational ability and initiative including prioritising to meet deadlines, work to short timeframes and work cost effectively
- Ability to coordinate, manage and maintain venues and corporate events

Desirable

- Experience in organisations with many internal and external relationships
- Demonstrated commitment to continual professional and personal development

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
- 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 |
| <ul style="list-style-type: none"> • 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 • 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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