

Position Description

Admin Team Leader

Classification:	HS2 Level 1-5
Business unit/department:	The Surgery Centre/Austin Operating Suite Planned Procedures & Endoscopy Services Surgery, Anaesthesia & Procedural Medicine Division
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Full-Time
Hours per week:	40 (plus ADO)
Reports to:	Elective Admissions & Operating Suite Administration Manager
Direct reports:	0
Financial management:	Budget: 0
Date:	November 2025

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

This position is responsible for ensuring the efficient and effective delivery of services by the Administration Team across both The Surgery Centre (Repat Campus) and the Austin Operating Suite (Austin Campus). Maintaining high standards of performance is essential. The Team Leader will work across both campuses to support alignment of best practice, workflows, and operational knowledge across the two sites.

Key functions of the role will include:

1. Over-see the daily operations within the Administration Team, coordinating and directing staff to ensure service needs are being met daily
2. Assist and support the Admin Manager as needed, to maintain efficient leadership of the Administration Team and smooth operation of all administrative functions within the department.

3. Support the coordination of planned and unplanned leave for the team, including assisting in arranging cover and providing cover when required.
4. Required to work at both the Austin and Repatriation Sites in an administrative leadership role.
5. Learn and become proficient in each role in team whilst working within a rotating roster.

About the Directorate/Division/Department

The Surgery Centre (TSC) provides a unique service by separating short-stay and day case elective surgery from emergency surgery, which is performed predominantly at the Austin campus. TSC comprises of eight Operating Rooms, two Endoscopy rooms, a 12 bay Recovery Room, and an inpatient unit consisting of 32 available overnight beds and 21 spaces for Day Surgery capacity. TSC is operational over 7 days per week, 24 hours per day. Approx. 13,500 procedures are performed yearly.

The position is within TSC where a diverse range of surgery is performed, including Urology, Ophthalmology, Plastics, Endoscopy, Gynecology, ENT, and General Surgery. Our philosophy is to provide a welcoming environment where the emphasis is on providing quality and effective care for our patients in a supportive and patient-centered environment.

The administrative teams work in close collaboration with nursing staff to assist with the operational requirements of the operating suite.

The Preoperative Suite, Surgery and Endoscopy Service on the Austin campus includes 11 Operating Rooms, 2 Procedure Rooms, 2 Endoscopy Rooms, a Recovery unit with high dependency patient facilities, and a Surgery and Endoscopy Centre with up to 12- overnight beds to care for day surgery and day of surgery admission (DOSA) patients. 25,000 surgical and endoscopy procedures are undertaken per annum in the area.

The service provides a broad range of elective and acute surgical procedures including liver transplant and cardiac surgery. The acute service for emergency surgery is available 24 hours per day, 7 days per week. The elective service operates Monday – Friday with some additional Saturdays. The Austin Peri-operative Service has a strong commitment to professional support and education of staff and is continuously ensuring that our patients always receive excellence in care.

Position responsibilities

Role Specific:

Leadership & team support

- Support the Admin Manager in supervising the admin team
- Help with rostering, leave planning and ensuring job rotation across each workstation.
- Work alongside the admin team on the rotating roster.
- Lead by example and support a positive, team-focused work environment.
- Escalate staff or service issues to the Admin Manager when needed
- Provide admin cover when the team is short-staffed
- Provide leave cover for the Admin Manager when required,



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Daily operations

- Help oversee day to day admin processes to make sure everything runs smoothly
- Assist with keeping policies, procedures and admin manuals are up to date
- Support data entry and system updates
- Help monitor stock levels and supplies.
- Ensure admin processes are followed consistently across both sites.

Training and development

- Support staff training and help team members build their skills
- ‘Super user’ of all systems to ensure that detailed and thorough training of others is successful and to enable effective troubleshooting.
- Participate in User Acceptance Testing (UAT) for IT system upgrades and/or changes.
- Ensure policies and procedures are maintained and embedded in local work areas.
- Ensure the Administration Team is supported with both formal and informal training to achieve all standards required by the department.
- Assist with OPPIC document control.
- Ensure regular audit activities relating to administrative processes are conducted.

Communication & Meetings

- Keep regular communication with the Admin Manager about staff needs, workload changes and issues.
- Attend and contribute to meetings as a representative of the admin team.
- Help prepare agendas and take/distribute meeting minutes when required.

Recruitment

- Assist the Administration Manager with all aspects of recruitment, such as;
 - Reviewing applications and short-listing,
 - Conducting interviews,
 - Reference checks.
- Assist the Administration Manager with all aspects of induction and training, such as;
 - Conduct introductory “Meet & Greet” with team and other stakeholders,
 - Provide initial 1:1 training,
 - Assist in facilitating access to all systems, e.g. Trakcare and Cerner,
 - Ensure all mandatory training is completed,

Assist in the probation review process.

Selection criteria

Essential skills and experience:

- A commitment to Austin Health values.
- Experience in leading an administration team, managing rosters, delegating tasks, and optimising workflows
- Excellent organisational and time management skills.
- Proven excellence in customer service, with a genuine commitment to patient care.



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- High personal standards and drive to succeed.
- Ability to give and receive feedback in a constructive framework.
- Clear and confident communication skills, both written and verbal, with a professional and compassionate approach.
- The ability to build strong relationships with patients, families, clinicians, and colleagues across all levels of the organisation.
- Sensitivity to the needs of patients from cultural and linguistically diverse backgrounds
- Ability to positively support admin staff with both technical and people management skills to achieve the best practice in customer service delivery.
- To work both autonomously as a leader and member of a dynamic team, which works effectively within a multi-disciplinary environment.
- Demonstrated advanced computer literacy including Microsoft Office Suite 365 and Success Factors

Desirable but not essential:

- Administration qualification
- Expertise in Microsoft Office Suite (Word, Excel, Outlook)
- Knowledge of medical terminology
- Knowledge of hospital information systems
- Patient management using Cerner and TrakCare
- Comprehensive understanding of Elective Surgery workflows
- Rostering using Kronos Dimensions

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*



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- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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