

Position Description

Business Services Officer

Classification:	HS2
Business unit/department:	North Eastern Public Health Unit (NEPHU)
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:	Casual
Hours per week:	Up to 38 hours per week
Reports to:	Business Services Coordinator
Direct reports:	0
Financial management:	Budget: 0
Date:	October 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

The Business Services Officer provides comprehensive administrative support to the North Eastern Public Health Unit (NEPHU). This is a casual position with the possibility of full time hours.

About the North Eastern Public Health Unit

The NEPHU is one of nine public health units in Victoria: three in metropolitan Melbourne and six covering regional Victoria. Together these units form a coordinated network, working in partnership with the Department of Health to deliver a comprehensive public health program for Victoria. The NEPHU is hosted and supported by Austin Health with responsibility spanning approximately 1.81m people living in the northeast of metropolitan Melbourne. We work collaboratively to improve the

health and wellbeing of the NEPHU population through health promotion, prevention and protection activity. We do this through evidence informed population and place-based responses to current and emerging health needs and emergencies. In this way we contribute to a vision of active connected and safe communities for all - with healthy places, healthy people and a healthier tomorrow. The NEPHU is proud of its diverse multidisciplinary team who provide a service across extended hours seven days per week. Participation in a 7-day roster during periods of public health emergency may be required of all staff.

Position Responsibilities

- Establish and maintain systems and work patterns for the delivery of core administration functions
- Deliver core administration functions including, but not limited to: meeting and event coordination and support
 - meeting agenda and paper preparation, minute taking, action tracking and follow-up
 - distribution list, contact register and database management
 - calendar support for senior leaders as required
 - support for recruitment, on-boarding, off-boarding and orientation of staff members
 - invoice processing
 - rostering, allocation and payroll system support
 - office-space, equipment and consumables management
- Support the NEPHU team with projects, including communications, document development, editing and formatting, survey development and distribution, and stakeholder follow up.
- Identify and manage the planning and delivery of continuous quality improvement projects relevant to the Business Services function.
- Liaise with all members of the unit, including senior management, to ensure appropriate and timely administration support is available and escalate issues as necessary.
- Coordinate and participate in seven day per week administrative coverage for NEPHU during public health emergency or emerging threat response as required.
- Other duties as directed by the NEPHU management team.

Selection Criteria

Essential skills and experience:

- Relevant experience in an administrative support role with diverse stakeholders and both an internal and external focus.
- Demonstrable experience supporting senior leadership teams and partner networks
- Sound understanding of information, file, and document management including experience coordinating agendas, papers and minutes for Executive level.



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- Strong interpersonal, written and verbal communication and relationship skills with proven ability to engage with diverse groups of people.
- A flexible and agile 'can-do' attitude.
- Microsoft office suite proficiency, including Office 365 environment and applications
- Advanced customer / client focus with superb telephone and clerical skills
- Experience supporting and/or coordinating project teams
- High level of written and verbal communication and interpersonal skills
- Strong organisation and time management skills that support delivery under pressure and within tight deadlines
- Ability to work as part of a multidisciplinary team
- Ability to prioritise and manage multiple tasks with a high level of attention to detail
- Ability to use discretion, maintain confidentiality, and practice ethical conduct

Desirable but not essential:

- A Business administration qualification or equivalent would be desirable
- Health care experience would be advantageous
- Experience with technical systems and databases, including:
 - Recruitment
 - Rostering and timesheets
 - Finance and budgeting
 - Purchasing and maintenance
 - Digital media.

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.



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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.*
- 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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