

Position Description

Position	Administration Manager
Location	Heatherton
Directorate	Corporate Services
Reports to	General Manager, Corporate Services
Date PD Developed	February 2019
PD Authorised By	General Manager, Corporate Services

About South Eastern Melbourne PHN (SEMPHN)

South Eastern Melbourne Primary Health Network is a 'for-benefit' social enterprise working on behalf of the Australian Government to improve local health care. We want everyone in our community to be able to access the right care, in the right place, at the right time. We are working to achieve this goal by improving access to existing services, commissioning new services to improve health outcomes, and encouraging GPs and allied health practitioners to innovate and further improve local health care.

Our six key priorities are **mental health, Aboriginal and Torres Strait Islander health, population health, health workforce, digital health** and **aged care**. We partner with general practitioners, other primary health care providers, secondary care providers and hospitals to ensure improved outcomes for patients.

In joining our team, you'll be supporting providers in the southeast area which stretches from St Kilda to Sorrento to Bunyip, including the major population hubs of Clayton, Dandenong, Moorabbin, Caulfield, Cranbourne, Frankston and Pakenham.

Our Values

SEMPHNs values are at the heart of our work and shape what we do and how we do it.

Our values are Collaboration; Community; Accountability; Respect; Excellence; and Solution focused.

All SEMPHN employees are required to understand these organisational values, integrate the values into their work and demonstrate behaviours which reflect these values.

About the Corporate Services Directorate

Corporate Services ensure that robust corporate infrastructure, systems and processes are implemented and sustained in order for SEMPHN to achieve its strategic objectives. Corporate Services has responsibility for finance; administration and IT services.

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Job Summary

The Administration Manager reports directly to the General Manager, Corporate Services and would suit someone who has proven experience in an Administration Manager position with sound troubleshooting experience and the capability to lead a team of administrative staff and assist them with their development.

This role provides planning, organising, directing, controlling and coordinating of the overall administrative and business support processes for Corporate Services.

The Administration Manager also plans and leads continuously improvement projects and the quality framework for Corporate Services, as well as leading activities or programs as required.

Key Responsibilities

Administration Management

- Manage administration and project support staff receive regular supervision and performance feedback
- Management of Corporate Services support resources across the PHN including Corporate Services projects, and training and general administration
- Collaborate with the Corporate Services team to develop a project management office which will support the organisation to achieve benefits from standardising and following project management processes, policies and methods
- Ensure efficiency, effectiveness and continuous improvement of all Corporate Services systems & services including preparation documentation as required, including updating the relevant policies and procedures
- Responsible for management of the Corporate Services lease and maintenance contracts in FOLIO and preparing contracts for suppliers as needed
- Lead and support Corporate Services projects as directed by the GM Corporate Services
- Act as a Corporate Services representative on various committees and steering groups as required
- Ensure currency of Sharepoint site for Corporate Services, including regular review of content.
- Management of relevant vendors providing goods and services to Corporate Services team

Facilities and Fleet Management

- Overall responsibility for the efficient and effective management of Facilities, Lease Contracts and trades across the PHN
- Oversee maintenance of SEMPHN buildings to ensure that they provide a safe and accessible working environment for staff, stakeholders and members of the public
- Management of SEMPHN fleet, partner relationships and fleet support systems

Team Membership

- Promote, and maintain a positive and collaborative work environment.
- Identify opportunities to integrate and work collaboratively across other programs.
- Maintain effective relationships with internal and external stakeholders.

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Quality

- Work closely with the GM Corporate Services and Quality Management Systems Lead to ensure quality and risk management requirements are met.
- Actively participate in, and contribute to a continuous culture of workplace quality improvement activities.
- Comply with all relevant legislation, regulations and professional standards.

Workplace Health and Safety

- Take reasonable care for own health and safety.
- Take reasonable care for the health and safety of others including the implementation of risk control measures within their control to prevent injuries or illnesses.
- Comply with all reasonable instruction of their manager/ supervisor to safeguard their health and safety.
- Cooperate with any reasonable SEMPHN's policies and/or procedures including the reporting of OH&S hazards or incidents.

Key Relationships

Internal

- General Manager, Corporate Services
- Administration support staff
- ELT and SLT

External

- Other PHNs and State and Federal Government Departments
- Service providers / suppliers

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Key Selection Criteria

Qualifications

- Extensive administration, project and business support experience required preferably within a healthcare environment.

Skills, Knowledge and Experience

- High level administrative skills with strong attention to detail and accuracy.
- Demonstrated capacity to manage staff.
- Good organisational, time and project management skills
- Ability to work well in a team and autonomously
- Highly developed verbal and written communication skills
- Demonstrated ability to prioritise, organise and complete work within established deadlines
- Intermediate to advanced Microsoft 365 suite (including Word, Excel, PowerPoint, CRM, Skype for Business, SharePoint and Outlook)
- Experience in working with data and information management systems
- Procurement experience for goods and services needs
- Experience managing supplier relationships

Other

- A demonstrable commitment to SEMPHN organisational values.
- A National Police Check and Working with Children Check may be required in accordance with government funding requirements.
- All employees of SEMPHN may be required to work across the SEMPHN catchment.
- All SEMPHN staff must take reasonable care for their own health and safety and others.
- All employees of SEMPHN must be permanent residents of Australia or hold a valid employment visa.
- A current Victorian Driver's License is required.
- All employees must abide by SEMPHN policies and procedures as varied from time to time.
- SEMPHN is committed to equal opportunity employment.

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