

# Position Description

<b>Position Title:</b>	Administration Officer - Infrastructure
<b>Reports to:</b>	Director - Infrastructure & Assets
<b>Department:</b>	Infrastructure and Assets
<b>Directorate:</b>	Capital Projects, Infrastructure & Corporate Support Services
<b>Cost centre:</b>	R0302
<b>Code &amp; classification:</b>	Grade 2, Levels 1 – 4 (HS2 - HS21)
<b>Employment conditions:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time).

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**GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.**

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

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## POSITION SUMMARY

The Infrastructure Administration Officer is a key role within the department, providing a customer-focused service. The Infrastructure Administration Officer is primarily responsible for providing high-level reception and administrative assistance to the Capital Projects, Infrastructure, Engineering, Support Services, and Biomedical Engineering teams in a professional, efficient, and confidential manner.

The Infrastructure Administration Officer is a critical part of the Infrastructure Directorate and is expected to assist team members in ensuring effective, efficient operations. The Infrastructure Administration Officer will provide high-level administrative support to project managers and team members, including the coordination of meetings, taking and distributing minutes, preparing documentation and reports, establishing and maintaining spreadsheets and registers, and providing timely information and updates as required.

Duties may be confidential and involve adherence to the organisation's policies, procedures and practices. In ensuring the administration, maintenance, and delivery of a range of support activities spanning project procurement, finance, and record keeping, the Infrastructure Administration Officer will provide a high level of quality administration and customer service to both internal and external customers of the Infrastructure Directorate.

Responsibilities require discretion, judgment, tact, poise, effective written and verbal communication and a foundational understanding of financial management principles, as you will play an important role in assisting the Department in the punctual delivery of infrastructure-related outcomes. The position requires the ability to work independently and collaboratively, solve problems, interface effectively with employees and continually manage and prioritise tasks to ensure work is completed within a timely manner.

## RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

### Reception and Office Administration

- Provide a professional and welcome first point of contact for internal & external customers, consumers and visitors to the Infrastructure Department.
- Provide administrative support for the Capital Projects, Infrastructure, Engineering, Support Services and Biomedical Engineering teams.
- Provide a high-quality service to internal and external customers, consumers and visitors that reflects best practice and adds value to GV Health.
- Screen telephone calls and connect/refer queries and requests (by phone, email and in person) to the appropriate person within the Department.
- Respond to general enquiries in a professional and courteous manner, ensuring information provided is accurate and complete.
- Facilitate the engagement of contractors including the issuance of work orders as reasonably directed.
- Assist in coordinating the site access of contractors including the sign-in/induction/sign-out processes that are managed by LinkSafe. This includes initiating the LinkSafe process with contractors and the processing/routine approval of compliance related documentation.
- Support relevant systems and processes for the efficient operation of the Department, including the management of:
  - incoming and outgoing mail
  - office supplies
  - meeting room bookings
  - fleet vehicle bookings.
- Manage and organise filing and paperwork for the Infrastructure division including the electronic filing of service reports in the Agility Asset Information Management System. This includes uploading invoices, purchase orders & warranty information where applicable.
- Liaise with other staff/departments as required to facilitate appropriate responses to urgent queries.
- Facilitate the processing of invoices for payment.
- Prepare agendas and minutes in consultation with the relevant meeting owner as required. Meetings may include redevelopment working groups, capital projects meetings, departmental and other meetings.
- Reasonably assist with the admission of service vehicles to the Shepparton Hospital site via the video intercom system.
- Be proactive, accountable and responsible for tasks assigned to the role.
- Optima – create, maintain and update staff rosters on behalf of the Infrastructure and Capital Projects divisions.
- Gallagher door access control – reinstate card swipe access as occasionally required.

### Maintenance and Project Support

- Raise purchase orders as reasonably directed via the Oracle FMIS and in accordance with GV Health Procurement Policy.
- Distribute standard Agility requests to appropriate staff within the Engineering Department and external contractors where reasonably required.
- Escalate/refer all non-standard Agility requests to the Asset Manager or Manager Infrastructure Maintenance or Campus Maintenance Manager as applicable.
- Assist in the preparation of monthly Agility reporting for management.
- Administer the LinkSafe contractor inductions as required, ensuring that Contractors are able to access

the online system.

- Administer the LinkSafe contractor sign-on/off register.
- Maintain the Central Key Register by recording staff key allocations and returns.

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## KEY SELECTION CRITERIA

### Essential:

- A minimum 2 years of experience in an administration role with a strong customer service orientation.
- Excellent time management and organisational skills, with the ability to use initiative to plan and prioritise work to complete tasks.
- High-level computer skills, with experience in the Microsoft Office suite of applications.
- Excellent written and oral communication skills, and the ability to provide professional-quality customer service to both internal and external customers.
- Well-developed project administration skills, including the ability to take responsibility for the administration aspects of projects with limited supervision.
- Ability to use initiative to resolve complex issues with internal and external customers.
- High level of attention to detail with the ability to work well under pressure and meet deadlines.
- Ability to maintain confidentiality on any sensitive matters.
- Present oneself in a professional and respectful manner.
- Satisfactory National History Criminal Check prior to commencement of employment.
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment.
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment.

### Desirable:

- **Certificate III in Office Administration or other related qualification**
- Experience using Oracle Finance Management, Agility Asset Information Management, Optima Payroll and the LinkSafe contractor management or equivalent software systems.

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## KEY PERFORMANCE INDICATORS

### Your performance will be measured through your successful achievement of:

- Demonstrating GV Health CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Active participation in the Performance and Development review process, upon completion of probationary and qualifying period and annually or as requested.
- Preparation of accurate minutes, reports and documentation within set timeframes.
- Professional and courteous response to incoming calls, queries and correspondence.
- Attendance and active participation at meetings as required.
- 100% compliance with training requirements as outlined in the GV Health Education Framework.

## **ALL GV HEALTH STAFF ARE REQUIRED TO**

- Demonstrate GV Health's CREATE values and behaviours and be a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Victorian Department of Health, Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to: police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role, you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety-related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.

The role may require the following tasks, among other things: clerical/administration role:

- manual handling (pushing, pulling, lifting).
  - sitting, standing, bending, reaching, holding, lifting.
  - computer work, data entry.
  - general clerical at varying levels.
  - use of personal protective equipment.
  - handling general waste.
  - pushing and pulling trolleys/filing.
  - work at other locations may be required.
  - shift work in some roles.
  - driving motor vehicles.
  - dealing with anxious or upset consumers or members of the public.
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**ACCEPTANCE:**

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required; however, I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times, follow lawful direction.

By accepting the contract of employment, I am agreeing to the duties and obligations within the Position Description.

**Capital Projects, Infrastructure & Corporate Support Services**

**Administration Officer - Infrastructure**

**Reviewed by:**

Director Capital Projects, Infrastructure & Corporate Support Services

**Issue Date:**

January 2026

## ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub-region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

## OUR PURPOSE

To significantly improve the health and well-being outcomes and experiences of the people and communities in our care.

## OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours, we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

## OUR STRATEGIC PLAN

**The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health, with our five strategic pillars being:**

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

## FOR MORE INFORMATION

**Application tips:** [Application Tips - GV Health](#)

**GV Health:** <https://www.gvhealth.org.au/about/>

**Child Safety and Wellbeing:** [Child Safety and Wellbeing - GV Health](#)

**Living in Goulburn Valley:** [Goulburn | Regional Living Victoria](#)

**GV Community Connector:** [Community Connector Program for Businesses](#)