

Eastern Health

POSITION DESCRIPTION

Position Title:	Team Leader, Business Service Centre Reception Services
Award Classification:	HS3
Award / Agreement Name:	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS ENTERPRISE AGREEMENT 2025-2027
Position Reports to:	Director, Business Service Centre

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs. ‘Being part of Eastern Health is being part of a welcoming team of healthcare experts’ is achieved through Eastern Health’s strategic goal of HEALTHIER TOGETHER.



1. POSITION PURPOSE

The Business Service Centre (BSC) Team Lead plays a critical role in ensuring the effective, efficient and customer-focused operation of Business Service Centre and Reception Services across Maroondah Hospital and Box Hill Hospital. Working in partnership with colleagues, this role provides leadership and operational oversight of a 24/7 service environment, ensuring the delivery of consistent, high-quality reception and customer service functions that support patients, visitors, staff and key stakeholders across Eastern Health.

The role is responsible for the day-to-day management of Business Service Centre Reception operations, including workforce leadership, service performance, issue resolution and process improvement. The Team Lead fosters a positive team culture, drives customer service excellence, ensures service continuity across multiple sites, and supports the ongoing development and capability of reception staff to meet the evolving needs of the health service.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Workforce Leadership and Team Management

- Lead, coach and develop staff within the Business Service Centre and Reception Services teams.
- Undertake workforce planning activities including recruitment, onboarding, training and succession planning.
- Develop and maintain staffing models and rosters that support operational requirements and workforce efficiency across a 24/7 service.
- Monitor staff performance and conduct performance review and development processes.
- Address employee relations and performance matters in consultation with the Director, Business Service Centre and People & Culture as required.
- Foster a positive, inclusive and high-performing team culture aligned with Eastern Health values.
- Ensure staff compliance with mandatory training and organisational requirements.
- Provide operational leadership and reception coverage during periods of peak demand, planned leave or unexpected absences.
- Provide leadership support and cross-coverage for peer Team Leaders as required.
- Provide oversight and support to Systems Administrators, ensuring effective delivery of services and priorities.

Operational Service Delivery

- Ensure the safe, efficient and customer-focused operation of Business Service Centre and Reception Services across Box Hill Hospital and Maroondah Hospital.
- Monitor service performance and implement strategies to improve operational effectiveness and customer experience.
- Manage and resolve escalated service, staffing and operational issues.
- Ensure continuity of critical reception, communication and support services within a 24/7 environment.
- Build and maintain effective working relationships with internal and external stakeholders.

Systems and Technology Management

- Provide operational oversight of Business Service Centre managed systems and technologies.

- Coordinate investigation, troubleshooting and escalation of system issues with vendors and support teams.
- Support implementation of system enhancements, upgrades and new technologies.
- Ensure appropriate user support, training and system documentation are maintained.
- Monitor vendor performance and oversee compliance with service and maintenance agreements.
- Ensure accurate maintenance of system records, documentation and shared information repositories.

Reporting, Governance and Continuous Improvement

- Monitor, analyse and report on service performance metrics and operational data.
- Develop, review and maintain policies, procedures and work instructions.
- Identify and implement continuous improvement initiatives that enhance service delivery, efficiency and customer outcomes.
- Participate in and lead relevant organisational projects and service improvement initiatives.
- Ensure compliance with organisational policies, accreditation requirements and legislative obligations.
- Manage departmental resources and consumables in an efficient and cost-effective manner.
- Act as a subject matter expert for Business Service Centre services and systems.

Stakeholder Management

- Develop and maintain effective relationships with clinical, operational and corporate service stakeholders.
- Partner with key departments to ensure Business Service Centre services meet organisational requirements and service expectations.
- Represent the Business Service Centre in meetings, projects and working groups as required.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All

programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high-quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

Qualifications and Experience

- Demonstrated experience in a leadership or supervisory role within a customer service, reception, administration or operational support environment.
- Experience leading, coaching and developing staff within a complex and fast-paced service environment.
- Demonstrated experience in workforce planning, rostering and resource allocation across variable service demands.
- Experience managing employee performance, attendance and wellbeing, including supporting performance improvement and change management initiatives.
- Well-developed understanding of customer service principles and the delivery of high-quality customer experiences.

Leadership and Workforce Management

- Proven ability to lead, motivate and develop a diverse team to achieve operational and service objectives.
- Demonstrated ability to foster a positive, collaborative and accountable team culture.
- Well-developed workforce planning and recruitment skills, including onboarding, training and succession planning.
- Ability to effectively manage competing priorities within a 24/7 operational environment.
- Demonstrated ability to lead teams through change while maintaining staff engagement and service performance.

Communication and Stakeholder Engagement

- Highly developed verbal and written communication skills.
- Proven ability to build productive relationships with staff, leaders, clinicians, patients, visitors and external stakeholders.

- Demonstrated ability to communicate professionally, confidently and with discretion when handling sensitive and confidential information.
- Strong conflict resolution, negotiation and complaint management skills.

Customer Service and Service Delivery

- Demonstrated commitment to delivering exceptional customer service and positive stakeholder experiences.
- Ability to manage and resolve complex customer, patient and operational issues in a professional and timely manner.
- Proven ability to remain calm, responsive and solution-focused in high-pressure situations.
- Ability to apply sound judgement and make informed decisions that balance customer needs with organisational requirements.

Systems, Technology and Problem Solving

- Demonstrated ability to learn, manage and support a range of operational and business systems.
- Strong analytical, troubleshooting and problem-solving skills with a focus on continuous improvement.
- Experience using workforce management, rostering, reporting and administrative systems.
- High level of attention to detail and commitment to accuracy.
- Note: Knowledge of Business Service Centre-managed systems including communication, security, access control and customer service platforms will be highly regarded.

Operational Management and Continuous Improvement

- Demonstrated ability to monitor service performance and utilise data to support decision-making and service improvements.
- Experience developing, implementing and reviewing policies, procedures and work instructions.
- Ability to identify operational risks and implement effective solutions.
- Commitment to continuous improvement, innovation and achieving service excellence.
- Demonstrated commitment to organisational values, compliance requirements and workplace safety.

Personal Attributes

- High level of integrity, professionalism and accountability.
- Flexible and adaptable approach to changing operational requirements.
- Strong organisational and time management skills.
- Self-motivated with the ability to work independently and collaboratively.
- Commitment to ongoing learning, professional development and knowledge sharing.

Desirable

- Previous experience within a healthcare, hospital or health service environment.

- Understanding of medical terminology and/or healthcare operational processes.
- Experience leading a 24/7 customer service, reception or contact centre function.
- Knowledge of Eastern Health systems, policies and procedures.
- Experience supporting system administration, technology platforms or operational service systems.

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au