

Position Description

Position Title:	Administrative Officer
Classification & Salary Range:	HS2
Agreement Name:	Administrative Officers Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Position Reports to:	Associate Director, Transition to Practice Program Director, Pre- registration and Transition to Practice Programs
Last Updated:	September 2026

Position purpose

The Administrative Officer is responsible for supporting the work of the Eastern Health Institute and to the Transition to Practice (graduate) Programs. The role encompasses daily administrative operations, data management, support of marketing and recruitment activities, support for event management, management of bookings for internal education facilities and is located at 5 Arnold St Box Hill.

The Eastern Health Institute work to promote and facilitate a culture of enquiry and learning across the workforce of Eastern Health through the delivery of training, education, coaching, supervision and assessment. The Transition to Practice team recruits and supports over 240 novice learners from nursing, midwifery and allied health.

The role requires well developed customer service skills, excellent organisational ability, IT expertise particularly in relation to management of large databases, and the ability to work under pressure whilst maintaining attention to detail.

Major duties and/or responsibilities

- Work collaboratively with the Director Pre-Registration and Transition to Practice Programs, Associate Director of Transition to Practice Programs and the broader Eastern Health Institute team to support the systems and processes required to ensure efficient, effective and responsive service.
- Ensure effective and timely communication with the Director, Associate Director, team members, and relevant internal and external stakeholders.
- Reception services to Eastern Health Institute, 5 Arnold St, Box Hill (Corporate Office Building)

- Liaise with key staff to ensure program activity is met within required timelines
- Problem solving of day to day variances
- Timely escalation of variances unable to be rectified by administration
- Assisting Student Programs/ Eastern Health Institute administration needs as required
- Demonstrate flexibility with regard to hours of work and cover for periods of leave including sick leave, annual leave and ADO's.
- Provide administration and secretarial support including maintaining diaries and arranging appointments and meetings
- Support of marketing of the Transition to Practice Pathways including event management and maintaining social media accounts and website
- Demonstrate an ability to manage competing demands and ensure all commitments and timeframes are achieved
- Book meeting rooms and arrange catering as required
- Prepare agendas and papers, minute meetings and workshops
- Strong attention to detail ensuring a high level of accuracy with written documentation
- Manage hard and soft copy storage and filing systems including sharing of electronic folders as appropriate
- Ensure personal compliance with relevant Acts, Agreements and Eastern Health Directions, Policies, Procedures and Staff Handbook and Code of Conduct.
- Promote a culture of continuous service improvement.
- Role model a customer focused manner through all interpersonal communications across the diverse team, aligned to the values of the organisation, ensuring staff are able to work in a non-discriminatory and harassment free environment.
- Role model approachability and accessibility
- Work collaboratively with relevant external providers to facilitate communication with Eastern Health.
- Work within the Occupational Health & Safety (OH&S) standards.
- Strive and promote efficiency, making recommendations related to innovation in administrative activity and operations.
- Be accountable for choosing and promoting sustainable options as applicable in administrative processes.
- Support organisational sustainable strategies within all relevant areas

Key Selection Criteria

Essential Selection Criteria:

- Exhibits behavior which reflects Eastern Health values
- Excellent customer service



- High attention to detail and demonstrated excellence in standard of written work, with a proactive approach to accomplishing work goals
- Highly proficient computer literacy with standard Microsoft Programs – particularly Excel
- Demonstrated ability to manage pressure within a changing work environment
- Demonstrated ability to work autonomously, with sound organisational and prioritisation skills.
- Demonstrated ability in event management and marketing including social media
- Initiative to drive change and improve service delivery
- Knowledge and previous experience working with procurement systems

Desirable Selection Criteria:

- Previous experience within the Healthcare industry
- Knowledge of Learning Management System
- Knowledge of Wordpress
- Knowledge of medical and educational terminology

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. Read more about Eastern Health's strategic goals [here](#).

Our Commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQA+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please click [here](#).

Aboriginal and Torres Strait Islander Candidates

Eastern Health's First Nations Employment Plan 2026 – 2028 was released in July 2026. With a strong focus on cultural safety and belonging, actions included in the Employment Plan provide practical supports for all Aboriginal and Torres Strait Islander people.

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.

For support, please contact our Aboriginal Employment Coordinator, Aboriginal.Workforce@easternhealth.org.au

Important Information

All new and existing employees are committed to the following in order to uphold Eastern Health's Promise and Values



- Uphold confidentiality as per the Privacy Act 2000 and the Health Records Act 2001
- Comply with Eastern Health code of conduct and Policy and Procedures
- Comply with Eastern Health performance standards and industry professional standards
- Participate in continuous monitoring and improvement
- Comply with legislation and accreditation standards
- Ensure service and care is consistent with the Eastern Health approach to patient and family centred care
- Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#)

Occupational Health and Safety, Quality and Improvement

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, particularly 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 Compensation (WIRC) Act 2013.

Eastern Health employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

For more information about Quality and Safety please click [here](#) or for Staff Wellbeing please click [here](#).

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity.

Final 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.



Application Support

If you require supports or adjustments with submitting your application or throughout the recruitment process, you are welcome to contact the hiring manager or the Talent Acquisition Team on (03) 9955 7555 option 1 (for current employees please select option 2).

Candidate statement:

I _____ have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: _____

