

## 1. General Information

<b>Position Title:</b>	Facilities Administrator – Reactive Works Manager Richmond
<b>Division/Department:</b>	Hospitals/Infrastructure/Richmond
<b>Position Reports to:</b>	Facilities Manager - Richmond
<b>Enterprise/Individual Agreement:</b>	Epworth Healthcare Health and Allied Services Enterprise Agreement 2018
<b>Classification/Grade:</b>	Secretary / Personal Assistant – PAS01 - PAS05
<b>Location:</b>	Richmond site
<b>Employment Status:</b>	Permanent Position
<b>Resource Management</b>	N/A
<b>Financial Management</b>	Nil
<b>Key Relationships - internal and external</b>	<p><u>Internal:</u></p> <ul style="list-style-type: none"> <li>Richmond Executive Team</li> <li>Site Leadership Clinical Teams (NUM's, Clinical and Non Clinical Personnel)</li> <li>Group Director Infrastructure</li> <li>Group Director Redevelopments</li> <li>Group Manager Facilities</li> <li>Facilities Manager</li> <li>Facilities Trade personnel</li> <li>Accounts Payable Team</li> <li>Other Facilities Administrators (Geelong, Freemason, Rehabilitation, Eastern)</li> </ul> <p><u>External:</u></p> <ul style="list-style-type: none"> <li>3<sup>rd</sup> Party Contractors</li> <li>3<sup>rd</sup> Party Contractor Accounts personnel</li> </ul>

## 2. Overview of Epworth HealthCare

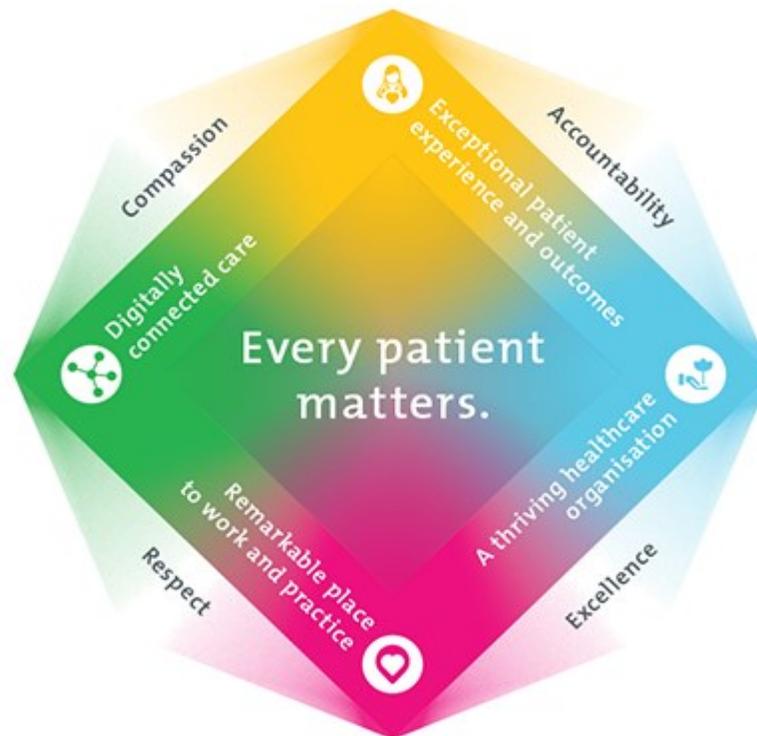
Epworth HealthCare is Victoria’s largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia’s health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth’s values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth’s purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

## 3. Epworth HealthCare Strategy



<b>All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.</b>
<b>Exceptional patient experience and outcomes</b> - To empower our patients and deliver compassionate, expert and coordinated care.
<b>A thriving healthcare organisation</b> - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
<b>Remarkable place to work and practice</b> - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
<b>Digitally connected care</b> - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

## 4. Purpose of the Position

The purpose of the Facilities Administrator role is to:

- Provide Administrative support the Facilities Team;
- Accurately recording and processing of Work Requests from start to finish;
- Accurately raising of Purchase Orders, Coding and processing of invoices;
- Accurately coding/processing of invoicing;
- Accurately receipt purchase orders to enable the Accounts Payable Team to make payment to external contractors
- Engage with 3<sup>rd</sup> party contractors to communicate and explain Epworth's Work Request process;
- Report on the status of Work Requests (Open/Closed/Overdues) and invoice processing delays;
- Participate in team meetings, identify and/or participate in establishing operational efficiencies; and
- Assist in 3<sup>rd</sup> Party contractor entry registration;

## 5. Key Responsibilities of the Position

Key responsibilities of the Facilities Administrator is to:

- Effectively manage the processing of reactive work orders;
- Assist and clarify 3<sup>rd</sup> Party contractor queries;
- Inspire and motivate inhouse trades personnel to deliver efficient and effective maintenance services;
- Achieve the Performance Indicators associated with Work Oder requests as established by the Facilities Manager;
- Deliver exceptional inhouse customer service;
- Ensure all operational documentation associated with Work Order processing are fully and correctly recorded;
- Adhere with site record management protocols;
- Prepare reports, as applicable.

## 6. Facilities Delivery Team

The facilities operational team encompasses in-house site-specific trades personnel, third party contractors (suppliers) and consultants.

## 7. Facilities Operating Platform

The facilities financial and operational (PPM's and Reactive Works) operating system is Technology One (Tech1).

## 8. Position Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p><b>Customer Service / Leadership</b></p> <p>Provide exceptional customer service to Facilities Team, Internal/External Stakeholders, Contractors and Patients by:</p> <ol style="list-style-type: none"> <li>1. Providing exceptional helpful service</li> <li>2. Communicating clearly with unambiguous language to all personnel</li> <li>3. Building customer relationships and greet all customers promptly and courteously</li> <li>4. Actively seek and understand customer expectations and issues</li> </ol>	<ol style="list-style-type: none"> <li>1. No complaints</li> <li>2. Issues are escalated to line manager to be resolved and appropriate actions taken</li> </ol>
<p><b>Strategy</b></p> <ol style="list-style-type: none"> <li>1. Inspire and motivate inhouse trades personnel to deliver efficient and effective maintenance services</li> <li>2. Maintaining orderly filing systems</li> <li>3. Keep office supplies at or above minimum levels.</li> <li>4. Processing incoming calls effectively and efficiently.</li> <li>5. Participate with Epworth’s business strategy to ensure the Facilities Team meet the broader business objectives</li> </ol>	<ol style="list-style-type: none"> <li>1. Team player</li> <li>2. Ease of finding records and technical data</li> <li>3. Availability of supplies</li> <li>4. No complaints</li> <li>5. Team player</li> </ol>
<p><b>Administration</b></p> <p>Provide effective administrative support to the Facilities Team by:</p> <ol style="list-style-type: none"> <li>1. Ordering consumables/parts/safety equipment/office supplies</li> <li>2. Maintaining registers, files, reports</li> <li>3. Preparing/extracting Tech1 reports</li> <li>4. Answering facilities queries from Epworth personnel and contractors;</li> <li>5. Answer incoming calls to Facilities office</li> <li>6. Assisting in the running of the office with the Facility Manager</li> </ol>	<ol style="list-style-type: none"> <li>1. Raise accurate work orders and purchase orders</li> <li>2. Systematic and consistent filing system</li> <li>3. Preparation of accurate data reports from Tech1</li> <li>4. Clearly articulating operating practices to Epworth personnel and contractors</li> <li>5.</li> <li>6. Adherence to Epworth clean desk policy and elimination of office hazards/risks</li> </ol>

<p><b>Service Requests/Work Orders/Purchase Orders</b></p> <p>Deliver accurate interpretation, prioritisation and allocation of request by:</p> <ol style="list-style-type: none"> <li>1. Transferring service requests into Work Orders</li> <li>2. Raising Purchase Orders for works and quotations</li> <li>3. Monitor the flow of service requests and purchase orders</li> <li>4. Manage the prioritisation of service requests and purchase orders</li> <li>5. Allocation of work orders to inhouse trades personnel</li> </ol>	<ol style="list-style-type: none"> <li>1. To agreed time limits</li> <li>2. To agreed time limits</li> <li>3. To agreed time limits and no complaints</li> <li>4. To agreed time limits</li> <li>5. Ensuring each trades personnel receive their specific work orders</li> </ol>
<p><b>Tech1 System and Processes</b></p> <ol style="list-style-type: none"> <li>1. Participate in the preparation of accurate processes;</li> <li>2. Participate in the preparation and/or review of user guides;</li> <li>3. Processing of service requests and work orders in Tech1</li> <li>4. Processing of purchase orders in Tech1</li> <li>5. Printing allocated work orders to trades personnel and engaging with trades personnel</li> <li>6. Process work orders and purchase orders through Tech1</li> <li>7. Maintain orderly filing of invoices, reports, certificates etc. and incorporate into Tech1 as required</li> <li>8. Dispatch work orders and purchase orders to contractors as per Facilities processes and follow up as required</li> <li>9. Accrue data input for reporting purposes, via MS Office Suite.</li> </ol>	<ol style="list-style-type: none"> <li>1. Team player</li> <li>2. Team player</li> <li>3. Accurate processing of service requests and work orders</li> <li>4. Accurate processing of purchase orders</li> <li>5. Accurate distribution of documentation to trades personnel</li> <li>6. Accurate data entry for Tech1</li> <li>7. Accurate filing system</li> <li>8. Accurate and timely delivery of services</li> <li>9. Accurate retrieval and data entry</li> </ol>
<p><b>Contractor Registration and Register</b></p> <p>Manage accurate and uptodate contractor data by:</p> <ol style="list-style-type: none"> <li>1. Maintaining accurate register of all contractors</li> <li>2. Ensuring contractors are registered within Smartek</li> </ol>	<ol style="list-style-type: none"> <li>1. Accurate documentation</li> <li>2. All contractors registered</li> </ol>
<p><b>Keys Register</b></p> <p>Manage accurate and uptodate key data by:</p> <ol style="list-style-type: none"> <li>1. Maintaining accurate key register</li> <li>2. Follow up missing keys with the registered key holder</li> </ol>	<ol style="list-style-type: none"> <li>1. Accurate documentation</li> <li>2. All keys accounted</li> </ol>

# Position Description



<p><b>Finance</b></p> <ol style="list-style-type: none"> <li>1. Process invoices and AP Direct invoices through Tech1</li> <li>2. Accurately coding/processing of invoicing;</li> <li>3. Accurately receipt purchase orders to enable the Accounts Payable Team to make payment to external contractors</li> </ol>	<ol style="list-style-type: none"> <li>1. Accurate coding;</li> <li>2. Accurate coding;</li> <li>3. Accurate coding and suppliers (appointed by Facilities) not to place Epworth on stop credit;</li> </ol>
<p><b>Customer Service</b></p> <ol style="list-style-type: none"> <li>1. Build effective relationships with stakeholders and service providers building strong customer service practices and ensuring that any future maintenance needs are identified and met.</li> <li>2. Maintain a first responder service for incoming calls, ensuring timely response and escalation to their requests.</li> <li>3. Register contractors that present to Facilities Reception in line with Epworth Security and safety policies</li> <li>4. At all times act and behave in line with Epworth’s values and behaviours</li> </ol>	<ol style="list-style-type: none"> <li>1. No complaints</li> <li>2. No Complaints</li> <li>3. Correct registration</li> <li>4. No breaches</li> </ol>
<p><b>Safety and Wellbeing</b></p> <p>Participate actively and positively in the area of safety to minimise hazards and incidents in the workplace by</p> <ol style="list-style-type: none"> <li>1. Assist in conducting workplace safety checks</li> <li>2. Adhere with Epworth safety policies, protocols and safe work procedures</li> </ol>	<ol style="list-style-type: none"> <li>1. Participate in the checklist audits</li> <li>2. Adhere with workplace safety</li> </ol>

## 9. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<ul style="list-style-type: none"> <li>Office Administration - <b>Preferable</b></li> <li>Working towards a Facilities qualification – <b>Desirable but not Essential</b></li> </ul>
Previous Experience	<ul style="list-style-type: none"> <li>Office Administration and Organisational skills – <b>Essential</b></li> <li>Maintenance environment – <b>Preferable</b></li> <li>Invoicing Processing – <b>Essential</b></li> <li>Several years' experience in similar role – <b>Preferable</b></li> </ul>
Required Knowledge & Skills	<ul style="list-style-type: none"> <li>Computer literacy including MS Office suite – <b>Essential</b></li> <li>Demonstrated skills in communication (verbal, written and online) – <b>Essential</b></li> <li>Ability to manage time and meet required deadlines – <b>Essential</b></li> <li>Computer literacy including MS Office suite and understanding – <b>Essential</b></li> <li>Knowledge in Tech1 system application – <b>Preferable</b></li> <li>Ability to challenge current practices and develop and promote new innovative systems – <b>Desirable</b></li> <li>Ability to facilitate and participate in change strategies – <b>Essential</b></li> </ul>
Personal Attributes & Values  All employees are expected to consistently work in accordance with Epworth's values and behaviours  <ul style="list-style-type: none"> <li>Respect</li> <li>Excellence</li> <li>Compassion</li> <li>Community</li> <li>Integrity</li> <li>Accountability</li> </ul>	<ul style="list-style-type: none"> <li>Commitment to Epworth's mission and values – <b>Essential</b></li> <li>Passion for customer service – <b>Essential</b></li> <li>Can do attitude with ability to rally support of others in carrying out daily duties – <b>Essential</b></li> <li>Passionate about service delivery – <b>Essential</b></li> <li>Contribute to the development of a cohesive and inclusive team based culture – <b>Essential</b></li> <li>Skills in prioritising, problem solving, systems and process improvement – <b>Essential</b></li> <li>Enthusiasm to be agile and mobile across sites as required – <b>Essential</b></li> <li>Have a high level of resilience and ability to perform in a constant and busy environment – <b>Essential</b></li> <li>Ability to build and maintain rapport and effective relationships with key internal and external stakeholders – <b>Essential</b></li> <li>Willingness to apply varied start and finish times – <b>Essential</b></li> <li>Attention to detail to meet quality and compliance requirements – <b>Essential</b></li> </ul>

### Document Control

# Position Description



<b>Date Developed:</b>	<b>Date Last Reviewed:</b>	<b>Developed and Reviewed By (Position Title):</b>
March 2022	March 2022	Group Manager Facilities
	May 2023	People & Culture Business Partner

## 10. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_