

Position Description

Position title	Administration Officer
Department / Division	Executive Support / Office of the CEO
Classification	Grade 4 Year 1- Grade 4 Year 5 (AO41-AO45)
Position reports to	Executive Officer to the CEO
No. of direct & indirect reports	0
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.

RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <https://www.rch.org.au/quality/child-safety/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at www.rch.org.au

ROLE CONTEXT

The Administration Officer position provide support to leaders across allocated divisions at the Royal Children's Hospital (RCH), supporting smooth administrative operations and enabling clinical and strategic work to proceed effectively. These divisions serve patients and families, clinical and nursing staff, external referrers, and hospital leadership.

The role demands adaptability, given the differing rhythms of reactive clinical urgency, structured surgical logistics, systems-level flow coordination, and longer-term strategic planning, making the position a key connective point across the hospital's operations.

ROLE PURPOSE

The Administration Officer provides high-quality administrative support to four General Managers (GMs) across various divisions, ensuring efficient coordination of information, scheduling, and communication to enable clinical and strategic teams to deliver safe, timely, and effective patient care. The role acts as a central point of contact, managing administrative processes that support patient flow, surgical coordination, and planning activities across each division.

By working flexibly across diverse functional areas, the role ensures continuity and consistency in administrative practice, contributing to the smooth day-to-day operation of hospital services while supporting broader organisational priorities and strategic objectives at RCH.

KEY ACCOUNTABILITIES

- Manage the administration requirements of the GMs to support delivery of efficient, effective, high quality, safe patient and family centred care
- Provide and present data and information to enable efficient and effective delivery of patient flow and demand management initiatives to improve and secure timely and appropriate patient access
- Provide advice, management and assistance with communication of information and advice across the Divisions to enable best outcomes for patient care
- Prepare reports on KPIs within the Divisions to ensure all necessary information and data requirements are available to the GMs
- Actively engage in a shared vision, model a values-based approach, and contribute to a culture in which new ways of working are encouraged and enabled
- Assist the GMs to promote a high-performance environment through team collaboration, administrative effectiveness and provision of up-to-date performance data and information to the GMs
- Provide reports and assist the GMs to ensure all members of their Division have completed mandatory e-learning and training requirements
- Collate reports and communicate with GMs and members of the Divisions to ensure coordinated and effective leave management processes are in place
- Ensure information is collated, maintained and available with regards to conflict-of-interest documentation across the Divisions
- Actively support HR processes including recruitment and change management processes
- Effectively utilise HR systems including the use of MyDNA and SuccessFactors
- Ensure financial data is collated, reported and communicated to the GMs in an effective and efficient manner
- Collaborate with the Finance Business Partner's to ensure accurate systems are in place for financial reporting for the Divisions
- Drive continuous improvement within the Divisions by reviewing and improving processes to facilitate administrative efficiency
- Liaise and collaborate with the RCH Decision Support Unit and Quality and Improvement teams to ensure accurate and timely communication of patient safety and quality of care data and information is available to the GMs
- Monitor, present and report data with regards to patient quality and safety and assist with problem solving in collaboration with the GMs to improve patient care across the Divisions

QUALIFICATIONS AND EXPERIENCE

Essential

- Relevant tertiary qualification in business administration, office administration, health administration or a related field, and/or equivalent relevant experience
- Demonstrated experience providing high-level administrative support in a complex, fast-paced organisation
- Experience supporting senior managers, executives or multidisciplinary teams, including diary coordination, meeting preparation, correspondence and follow-up actions
- Demonstrated experience using administrative systems, including maintaining accurate records and reports, with strong proficiency in Microsoft Office, particularly Outlook, Word, Excel and PowerPoint
- Experience preparing, collating and presenting information, data, reports, briefings or meeting materials

Desirable

- Previous experience in a hospital, health service, government or similarly complex public sector environment
- Experience with HR systems such as SuccessFactors, payroll/rostering systems, or financial reporting systems

KEY SELECTION CRITERIA

- Demonstrated Organisational and Time Management Skills
- Advanced Communication and Stakeholder Engagement Skills
- High-Level Attention to Detail and Administrative Excellence
- Initiative, Judgement and Team Contribution
- Professional Integrity, Quality Improvement and Values-Based Practice

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve

- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

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

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- 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

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

July 2026