

Operations Officer

- **Reporting To:** Facilities Lead
- **Direct Reports:** Nil
- **Business Unit:** Facilities Management
- **Enterprise Agreement:** Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
- **Classification:** Grade 2 (HS2)
- **Review Date:** 17th October 2025

Position Purpose:

Oral Health Victoria (OHV) is the leading public oral health agency in Victoria. The Facilities Team, incorporating Facilities Management and Technical Services, is responsible for managing and maintaining operational and business support to Oral Health Victoria (OHV) the Royal Dental Hospital Of Melbourne (RDHM); the Corporate Service Building (CSB) and the Community Dental Agencies (CDA).

The role provides support to the Facilities and Technical Services function to achieve deliverable operational and capital outcomes aligned with OHV Strategic direction.

This role is responsible for providing a wide range of administrative support including efficient management of incoming and outgoing work requests; asset data management; assisting with facilitating corrective and preventative maintenance schedules and compliance; general administrative and customer support activities to achieve deliverables aligned with OHV Strategic direction.

Our Values:

We are Accountable | We are Respectful | We are Collaborators | We are Innovators

Role Accountabilities:

Role Specific

- As the key point of contact for internal/external stakeholder enquiries, monitor email inboxes and incoming calls and administrate; assign and manage via the asset management system, raise repair work orders as required and follow up all incoming requests and queries, within set turnaround time parameters.
- Support business operations for OHV, RDHM Community Dental Agencies (CDA) servicing agreements; coordinate corrective and preventative maintenance schedules for building infrastructure and dental chairs and equipment and maintain effective records management.
- Generate purchase orders for a range of stock inventory, and equipment, assist with receipting and dispatching stock as directed.
- Assign all labour; parts and technician travel time to open work orders as required in a timely manner and close completed work orders ready to archive.
- Generate revenue report and produce PDF invoices and email to CDAs. – Reconcile and process incoming invoices for approval within the timely parameters.
- Generate technician service reports; asset data reports; compliance, callibration and validation records as required.
- Update and maintain asset data and records management, ensuring relevant data is captured in a timely manner in the asset management system against relevant plant and equipment for audit purposes.
- Undertake administrative duties to co-ordinate and manage external contractors who attend site for preventative and reactive maintenance of the building plant and equipment.
- Undertake duties and projects relating to the setting up and delivery of efficient operations and systems functionality as directed. – Act as a resource backfill within the team and provide assistance to a range of functions to prevent operational backlogs as directed by the Facilities Lead, including emergency management and incident response in RDHM and CSB Buildings.

Generic:

- Model behaviors that demonstrate the Victorian Public Sector and OHV values in all aspects of work
- Undertake continuous professional learning and development to ensure current competence including any prescribed training in safety and quality

- Participate in myDevelopment ensuring goals are signed off and reviewed.
- Demonstrate and promote a proactive commitment to health & safety, well-being and the work environment by actively participating in the ongoing identification and prevention of risks.
- Maintain client privacy and confidentiality in accordance with organisational procedures and policies.
- Maintain a commitment to child safety, equity and inclusion, and cultural safety
- Adhere to the OHV Child Safety Framework and Code of Conduct and all other child safe policies and procedures.

Role requirements:

Knowledge:

Mandatory

- Advanced computer skills in Microsoft Office suite of programs, database, and information systems.
- Knowledge of customer service principles and practices.

Desirable

- Knowledge of DHSV and public oral health.
- Qualifications or equivalent certificate in
- Business Administration or Asset Management
- Knowledge in project management
- Oral health terminology knowledge.

Experience:

Mandatory

- Experience in an administrative role and office procedures with the ability to manage multiple priorities/tasks in a challenging environment with attention to detail.
- Established verbal and written communication skills.
- Demonstrated experience in establishing priorities, setting workloads, following through with deadlines and work with minimal supervision.
- Experience in relationship building, collaborating, and managing the expectations of key stakeholder groups and achieving organisational deliverables

Desirable

- Experience in working in the health sector
- Experience in implementing training packages

- Experience in using AIDET as a communication methodology
- Experience in process improvement methodologies i.e. Lean or Six Sigma
Lean improvement
- Project management experience

Behavioural competencies:

- Customer Focus
- Adaptability
- Collaboration
- Contributing to Team Success
- Customer Focus
- Initiating Action
- Managing Work
- Quality Orientation

KPIs :

- Meet 100% compliance and accreditation requirements
- Timely and accurate reporting on asset management activities
- Client satisfaction - TBD
- Other KPIs will be developed with the incumbent as part of MyDevelopment