

Position Description

POSITION TITLE:	Relationship Team Administrator
REPORTS TO:	Capacity Management Coordinator
EMPLOYMENT TYPE/STATUS:	Full time
EMPLOYMENT STATUS:	Ongoing
CLASSIFICATION:	Level 3
DATE REVIEWED:	October 2025

Team Overview

The Operations and Innovation Team is based in Carlton at the BreastScreen Coordination Unit and is responsible for:

- Asset and capital management
- Coordination and management of BSV's Innovation agenda
- Environmental sustainability
- Facilities management
- Finance and budgeting
- People and Culture
- Policies, procedures and compliance
- Project management
- Risk management
- Service provider contract management, including statewide capacity management

It also supports the Chief Executive Officer in strategic planning and corporate governance obligations.

BSV contracts and administers the funding for a network of accredited screening and assessment centres located in both the public and private sectors. Screening and assessment contractors are required to work within BSV policies and processes, including meeting the National Accreditation Standards (NAS).

Role Objective

The Relationship Team Administrator is responsible for administering all contract documentation to Screening Service Providers (SSPs) and Reading and Assessment Services (RAS) who deliver the clinical services of the Program, including reporting to contract, contractual related communication with providers, data and information management, quality assurance and improvement, staff and resource management.

Key Responsibilities – Include but not limited to:

	Key Responsibility	Key outcomes
1	Prepare and send all annual RAS/SSP contracts and/or variation for execution, and administer the following obligations under this contract: Targets Indexation Notification Operational & KPI Reports Annual Certificate Compliance & Acquittals And other ad-hoc items as required.	All contracts and associated documentation are executed within agreed timeframes which contain the information necessary to achieve their purpose.
2	Manage and be responsible for maintaining the CRM to ensure up to date contact, support and contract management record keeping.	Continually maintain CRM BSV Contact & Contract Management and Dynamics SharePoint to ensure up to date database under limited supervision.
3	Schedule and prepare documentation for all RAS/SSP Meetings (MYR and ad-hoc) Manage all action items from Clinic Visit Worksheet via internal and external stakeholders	Ensure information and meetings are set and all documentation is provided within set timeline. All items tracked and actioned within agreed timeframes

Key Responsibility		Key outcomes
4	<p>Manage and responsible in the GECKO systems for: Appointment Schedule Management:</p> <ul style="list-style-type: none"> • Assist in guiding clinics to create appointment schedule templates for new clinics • monitor schedule submissions • Assist in Gecko appointment schedule screen issues. <p>Clinic information:</p> <ul style="list-style-type: none"> • Clinic notes and clinic comments • Clinic details • 	<p>Schedule submission by clinics is completed within policy and procedure and within 14 weeks.</p> <p>Clinic information on GECKO is accurate and current</p>
5	<p>Attend to BSV support queue phone calls and BSV support inbox</p> <p>Maintain and manage SOPs, spreadsheets, Clara and other documentation on behalf of the Relationship team,</p>	<p>Triaging emails/calls and direct them to the right personnel.</p> <p>Escalate ideas that will lead to improvements.</p>
6	Other duties as required.	

Level of Supervision and independence

As a level 3 employee, as per the BSV Enterprise Agreement, it is expected that the employee will use their knowledge of BSV policies & procedures to problem solving and assist in independent decision making.

The employee will work under limited supervision and set priorities to meet services deliverables. The ability to manage time effectively and develop work plans, as well as source and analyse information and use sound judgement to identify possible solutions is a requirement of the role. The employee will forge sound working relationships (internally & externally) to allow them to escalate ideas that will lead to improvements.

Key Behaviours and Values

At BreastScreen Victoria, our values are more than words on a page; they reflect who we are and how we work. Our values inform our everyday decisions. They guide how we interact, solve problems, support clients, and contribute to a strong, unified team.

From the way we support each other to how we welcome and care for our clients, our values of Caring, Respect, Collaboration, Inclusion, and Excellence form the foundation of our workplace culture.

BreastScreen Victoria provides positive guidelines around key behaviours and values to ensure the work of all employees is effective, respectful and contributes to the positive culture of our organisation. Adherence to the BSV Performance Behaviours Dictionary, Code of Conduct and other relevant organisational policies and procedures is an ongoing requirement of the role.

Key Selection Criteria

Academic Qualifications	
ESSENTIAL	DESIRABLE
Completion of VCE or equivalent	Completed or progression towards a formal qualification

Technical Abilities & Skills	
ESSENTIAL	DESIRABLE
Experience in utilising databases and providing administrative support	
Excellent administration skills and a strong attention to detail	Dynamics 365 experience
Strong organisational skills	

Technical Abilities & Skills	
Prior experience as an office assistant or in a related field	
Proficiency in Microsoft suite of products	
Ability to work independently and in a team environment	

Personal Abilities & Behaviours	
ESSENTIAL	DESIRABLE
Good problem-solving and analytical skills	
Excellent communication & inter-personal skills	
Ability to work under limited supervision	
Ability to be creative and adapt to a changing environment.	
Positive “can-do” attitude	
Ability to learn new skills quickly	

Relationships

INTERNAL	EXTERNAL
Relationship team	SSP Contract Holders
Support Team	
BSVCU Staff	

Diversity & Inclusion

We are committed to promoting diversity, inclusivity and accessibility within our workplace, and encourage people from diverse communities and backgrounds to apply for roles at BreastScreen Victoria. This includes (but is not limited to): people from multicultural backgrounds; LGBTIQA+ communities; Aboriginal and Torres Strait Islander peoples; and people with disability.

BreastScreen Victoria have a number of policies, procedures and systems that promote inclusive behaviours throughout our workforce. They are all key indicators for successful performance in this role.

About BreastScreen Victoria

BreastScreen Victoria operates a population-based breast cancer screening program that aims to reduce the impact of breast cancer and save lives through early detection. We provide free breast screens (mammograms) to women and the trans and gender diverse community aged 40 and over without breast symptoms, targeting those aged 50 to 74 years who are proven to benefit the most from population-based screening.

We are contracted by the Victorian Department of Health to deliver breast screening in Victoria as part of the national BreastScreen Australia Program.

BreastScreen Victoria operates across a network of permanent and mobile screening clinics and assessment services to provide high-quality and inclusive care for the Victorian community.

Our program is client-focused, embedding client input and feedback at every stage.

Our services are quality assured and accredited under the BreastScreen Australia National Accreditation program, and our performance is measured against the National Accreditation Standards.

Our program



The BreastScreen Victoria program is for women, including eligible trans and gender diverse people.



The program is for women with no breast symptoms.

50-74

BreastScreen Victoria invites women aged 50-74 to get a breast screen (mammogram), based on evidence that screening is most effective in this age group. The program is also open to women over 40.



A breast screen is recommended every two years.



Clients may be called back for further tests. This does not mean breast cancer is present; however, more tests may be necessary.

How we deliver our program



The BreastScreen Victoria program is free.



A breast screen takes just 10 minutes.



No Medicare or doctor's referral is needed.



All breast screens are conducted by experienced woman radiographers.



Breast screening and assessment services are available across Victoria. Two mobile screening services provide screens in rural and regional communities.

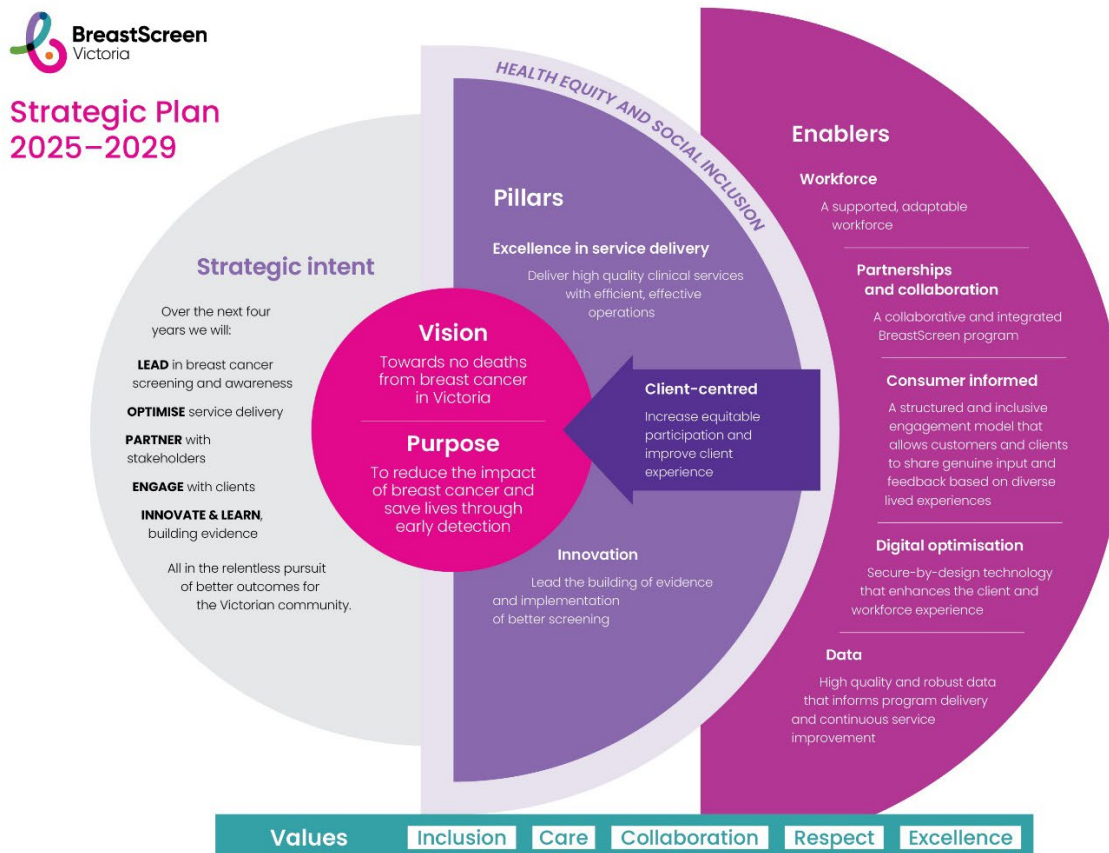
Strategic Plan 2025–2029

Our Strategic Plan for 2025–2029 sets a bold vision and purpose, guiding our organisation toward a future of no deaths from breast cancer in Victoria.

This Plan is closely aligned with the [Victorian Cancer Plan](#) and the [Australian Cancer Plan](#), both of which emphasise inclusive participation in breast cancer screening and enhancing outcomes across priority populations.

Our people are at the heart of everything we do. This Plan highlights the focus and investment needed to build a supported, adaptable workforce, with strong program and clinical leadership and new capabilities, both now and into the future.

Developed through extensive consultation with consumers, service providers, staff, partner organisations, and government stakeholders, this Plan reflects a shared commitment to delivering equitable, high-quality breast screening services for all.



Understanding and acceptance of Position Description

Employee Signature: _____ Date: _____

Employee Name: _____

Manager Signature: _____ Date: _____

Manager Name: _____