POSITION DESCRIPTION

1. Role Summary

Position Title	Rostering System Lead
Project	Rostering Project
Department	Digital Innovation (DI) – Project Delivery and Transformation
Hiring Organisation	The Royal Women's Hospital
Reports to	Program Manager
Accountable to	Program Manager for project delivery and role-specific deliverables
Primary Location	The Royal Melbourne Hospital, 635 Elizabeth Street, Melbourne, VIC 3000
Work Arrangement	Hybrid arrangement, with attendance at project and implementation sites as required
Employment Type	Fixed-term, full-time appointment
Classification	Administrative Officer Grade 7 (AO7)

2. Organisation and Department Overview

The Royal Melbourne Hospital (RMH) is one of Victoria's largest tertiary health services, providing world-class medical, surgical, and mental health programs. Supported by over 12,000 staff, RMH is a designated trauma centre and a leader in neurosciences, nephrology, oncology, cardiology, and virtual health.

Digital Innovation (DI) provides a unified ICT capability across the Parkville Local Health Service Network and supports Peter MacCallum Cancer Centre (PMCC), The Royal Melbourne Hospital (RMH), and The Royal Women's Hospital (RWH) by delivering shared digital infrastructure, systems, and innovation services critical to their clinical and operational performance.

Hosted by RWH, DI supports over 19,000 staff across the health services, highlighting its essential role in enabling safe, reliable, and connected care across the precinct. In addition, DI provides services under Service Level Agreements to the Parkville Youth Mental Health and Wellbeing Service (PYMHWS) and limited legacy support to other health services.

3. Project Overview

The Rostering Project is a complex workforce transformation initiative focused on modernising rostering, scheduling, leave management, temporary staffing, and agency workforce management across all workforce cohorts and hospital sites within RMH. The project is led by Digital Innovation in close partnership with RMH business, workforce, payroll, operational, and enabling services.

The project is implementing the RLDatix rostering platform, including Optima as the core workforce management and rostering solution, Loop as the end-user rostering and self-service interface, and BankStaff for vacancy management and agency workforce management.

Delivery follows a phased roadmap spanning initiation, analysis and design, build and configuration, progressive testing and validation, verification and parallel pay testing, staggered deployment, hypercare,

transition, and optimisation. Delivery is organised through four integrated project streams - Control, Technology, System, and Adoption - with testing, assurance, and readiness treated as lifecycle disciplines that commence during analysis and build rather than only at formal deployment.

The rostering suite will integrate with key organisational platforms, including Payroll (SAP ECP), HRIS (SAP SuccessFactors EC), EMR (Epic), health information systems, business intelligence platforms (Power BI), biometric and time capture solutions, test automation platforms (UiPath), and other enterprise applications, where in scope.

The project requires disciplined cross-functional collaboration to deliver safe, compliant, payroll-ready, technically reliable, operationally practical, and sustainable outcomes. Controlled cross-health-service collaboration may also be required where system configuration, technical integration, payroll, testing, deployment, or transition dependencies intersect with other health services. Such collaboration is undertaken through agreed governance, scope, priorities, decision rights, and resource arrangements and does not alter accountability for RMH project outcomes.

4. Position Overview – System Lead

The System Lead leads the System Stream and is accountable for the functional integrity, configuration, implementation, validation, system readiness, and sustainable transition of the RLDatix rostering solution for the RMH Rostering Project.

The role provides end-to-end functional leadership across Optima, Loop, and BankStaff, including solution design coherence, configuration governance, vendor functional delivery, configuration baselines, system decision management, functional test inputs, configuration defect resolution, application release readiness, application cutover, stabilisation, and system knowledge transfer.

As Stream Lead, the System Lead provides functional direction across the Rostering Lead, Payroll Specialist, Industrial Relations Specialist, and Rostering Implementation & Adoption Officers and works closely with the Project Lead, Technical and Integration Lead, Business Analyst, Reporting and Analytics Developer, and Adoption Stream. The Project Lead owns integrated test management; domain leads retain accountability for expected outcomes and specialist validation; and the Technical and Integration Lead retains accountability for enterprise architecture, integration engineering, environments, security, identity, and technical data movement.

Success in this role requires deep enterprise rostering-system implementation capability, strong functional configuration and vendor leadership, payroll and integration awareness, testing and defect discipline, operational judgement, and the ability to translate complex workforce requirements into a stable, supportable, and sustainable system solution.

5. Role Key Accountabilities and Responsibilities

5.1. Delivery, Outputs, and Outcomes: Accountable for leading the System Stream and delivering a coherent, configured, validated, implementation-ready, and supportable RLDatix rostering solution.

- Lead functional solution delivery across Optima, Loop, BankStaff, and related in-scope rostering capabilities from design through stabilisation.
- Establish and maintain the functional solution approach, configuration baseline, configuration decisions, vendor functional workplan, build priorities, and system implementation sequence.
- Integrate rostering, payroll, industrial, business, technical, reporting, testing, change, training, and implementation inputs into coherent system outcomes without absorbing specialist accountabilities.
- Provide functional direction to System Stream roles and coordinate resolution of cross-domain configuration questions, system behaviours, and implementation constraints.

- Ensure the implemented system supports approved business processes, roster operations, payroll integrity, industrial compliance, user needs, technical dependencies, and sustainable support.

5.2. Planning, Governance, and Controls: Accountable for maintaining the system plans, configuration controls, functional traceability, defects, decisions, releases, resources, and vendor commitments required for controlled delivery.

- Develop and maintain the System Stream plan, configuration workplan, configuration register, system decision log, functional dependency register, build schedule, defect view, release plan, and application cutover inputs.
- Maintain traceability between approved requirements, rostering and payroll rules, industrial interpretations, configuration decisions, functional test coverage, defects, evidence, readiness criteria, and support documentation.
- Coordinate vendor configuration, product clarification, build activities, functional demonstrations, configuration reviews, releases, and system-environment dependencies in line with the Project Master Schedule.
- Provide system and configuration inputs to integrated test planning led by the Project Lead and ensure functional prerequisites, expected behaviours, configuration versions, and system resources are ready for each test cycle.
- Identify and escalate system scope, product limitations, configuration complexity, vendor capacity, unresolved design decisions, release constraints, or support risks affecting delivery.

5.3. Engagement, Coordination, and Reporting: Accountable for coordinating System Stream stakeholders, vendor functional delivery, and decision-making and for maintaining clear visibility of configuration, defects, system readiness, and implementation status.

- Lead System Working Group discussions, functional design sessions, configuration workshops, vendor reviews, system demonstrations, defect discussions, and system-readiness reviews.
- Build productive relationships with Rostering Lead, Payroll Specialist, Industrial Relations Specialist, Project Lead, Technical and Integration Lead, Business Analyst, Adoption Stream, RMH business owners, and vendor teams.
- Provide clear status reporting on functional design, configuration, vendor delivery, system defects, functional test inputs, release readiness, system risks, decisions, and application readiness.
- Coordinate cross-health-service system dependencies where agreed configuration, release, testing, or implementation interdependencies require alignment, while preserving RMH decision rights and priorities.
- Escalate unresolved product limitations, configuration conflicts, vendor delays, system defects, design decisions, or readiness gaps with clear impacts and recommendations.

5.4. Quality, Risk, and Assurance: Accountable for ensuring the functional solution, configuration, system decisions, defect treatment, validation evidence, and system-readiness position are complete, controlled, traceable, and fit for purpose.

- Establish and apply standards for configuration documentation, baselines, decision records, functional specifications, defect classification, system evidence, version control, and release readiness.
- Validate that system configuration and behaviour align with approved business requirements, rostering rules, payroll outcomes, industrial obligations, integration constraints, reporting needs, and support requirements.
- Own system and configuration defect analysis and resolution coordination and support the Project Lead with disciplined triage, retesting, regression assessment, evidence, and closure.

- Constructively challenge unsupported configuration assumptions, inconsistent rules, incomplete system evidence, unresolved high-impact defects, or vendor proposals that may compromise safety, payroll integrity, or supportability.
- Provide system-quality, residual-defect, functional-readiness, and application-acceptance inputs to integrated test reviews, readiness gates, go-live recommendations, audits, and authorised acceptance.

5.5. Readiness, Transition, and Capability: Accountable for ensuring application configuration, support, system ownership, knowledge, release, and stabilisation arrangements are ready for implementation and sustainable operation.

- Define and maintain system-readiness criteria covering configuration completeness, functional validation, releases, defects, access dependencies, support arrangements, documentation, and system ownership.
- Lead application cutover preparation, release readiness, production configuration activities, system checks, application-level rollback considerations, and functional stabilisation in coordination with the Project Manager, Project Lead, and Technology Stream.
- Support go-live and hypercare through system issue triage, configuration analysis, vendor escalation, functional defect resolution, workarounds, and stabilisation reporting.
- Ensure future system ownership, configuration governance, product administration, vendor support, release management, decision history, system documentation, and knowledge transfer are established.
- Promote reusable configuration standards, disciplined product governance, capability uplift, lessons learned, reduced vendor dependency, and continuous system optimisation.

6. Role Key Relationships

- **Executive, Governance, and Enabling Services**

  RMH Executive Sponsor and Project Sponsors; relevant RMH executive directors and business owners; Digital Innovation leadership; project governance and assurance forums; and relevant finance, procurement, People and Culture, legal, privacy, cybersecurity, enterprise architecture, service management, risk, and audit representatives.

- **Project Leadership and Delivery Team**

  Program Manager; Change Manager; Project Manager; Project Lead; Project Coordinator; Technical and Integration Lead; Business Analyst; Reporting and Analytics Developer; Rostering Lead; Payroll Specialist; Industrial Relations Specialist; Change and Communications Lead; Training and Documentation Lead; Rostering Implementation & Adoption Officers.

- **Business, Operational, and Workforce Stakeholders**

  Clinical, medical, nursing, allied health, administrative, workforce, rostering, payroll, finance, People and Culture, operational, reporting, digital, Service Desk, and support stakeholders; managers, roster managers, approvers, subject matter experts, users, employee representatives, and future business, system, process, data, reporting, and support owners.

- **Vendors, Service Providers, and Cross-Health-Service Collaborators**

  RLDatix project, product, implementation, configuration, technical, testing, reporting, training, support, and escalation teams; integration, automation, implementation, and managed-service partners; shared service providers; and counterpart project or domain teams from other health services where agreed cross-health-service dependencies require coordination.

- **Government, Sector, and External Assurance Stakeholders**

  Victorian Department of Health; whole-of-government and sector representatives; regulatory, workforce, employee, and industrial bodies; unions; external consultants and advisers; auditors and assurance providers; and specialist professional services, as required.

7. Role Key Selection Criteria

Essential

- Demonstrated experience leading enterprise rostering, workforce management, payroll-adjacent, HRIS, ERP, or comparable system implementation and functional configuration activities.
- Demonstrated experience leading functional solution design, configuration governance, vendor implementation, product decisions, system validation, defect resolution, cutover, and stabilisation.
- Strong understanding of rostering-system concepts, workforce scheduling, roster structures, leave, vacancy management, user roles, payroll impacts, and operational workflows.
- Demonstrated ability to coordinate multidisciplinary system delivery across rostering, payroll, industrial relations, technical integration, data, reporting, testing, change, training, and operational stakeholders.
- Demonstrated experience working with structured testing, configuration validation, defects, regression, evidence, release readiness, and implementation gates.
- Strong vendor-management, facilitation, negotiation, documentation, analytical, problem-solving, and stakeholder-engagement capability.
- Demonstrated ability to maintain clear boundaries between functional system ownership, integrated test management, technical integration, and domain acceptance responsibilities.
- Demonstrated ability to establish sustainable system ownership, support, configuration governance, knowledge transfer, and continuous improvement in a complex operating environment.

Desirable

- Relevant tertiary qualification in information systems, business, healthcare, workforce management, project delivery, or a related discipline, or equivalent demonstrated experience.
- Formal certification or advanced practical experience with RLDatix Optima, Loop, BankStaff, or comparable enterprise rostering/workforce management platforms.
- Experience working within Victorian public health or a similarly complex public-sector healthcare environment.
- Experience delivering rostering solutions across multiple sites, services, workforce cohorts, or organisational entities.

8. Role Key Measures of Success

Performance and success in this role will be assessed based on the following outcomes and measures:

- The RLDatix functional solution is coherent, controlled, documented, and aligned with approved RMH requirements and operating models.
- Configuration baselines, system decisions, vendor commitments, functional dependencies, and release plans are visible, traceable, and actively managed.
- Rostering, payroll, industrial, business, technical, reporting, testing, and adoption inputs are integrated without ambiguity over specialist accountabilities.
- Functional test prerequisites, expected system behaviours, configuration versions, and system evidence support disciplined integrated test execution.
- System and configuration defects are identified, prioritised, resolved, retested, regression assessed, and transparently reported.
- System-readiness criteria are evidence-based and support confident deployment and authorised acceptance decisions.

- Application cutover, release, go-live, hypercare, and stabilisation activities are coordinated effectively with Control, Technology, and Adoption.
- Cross-health-service system dependencies are managed through agreed governance and do not compromise RMH scope, capacity, decision rights, or delivery priorities.
- System ownership, support, configuration governance, documentation, vendor arrangements, and knowledge are transferred sustainably to BAU owners.

9. Role Inherent Requirements

There are a number of critical work demands (inherent requirements) that are generic across all positions. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Occupational Health and Safety.

Physical Demands	**Frequency**
Shift work – rotation of shifts – day, afternoon and night	Occasional
Sitting – remaining in a seated position to complete tasks	Frequent
Standing- remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward / forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting / crouching – adopting these postures to complete tasks	Rare
Leg / foot movement to operate equipment	Not Applicable
Climbing stairs / ladders – ascending and descending stairs, ladders, steps	Rare
Lifting / carrying – light lifting and carrying less than 5 kilos	Frequent
– Moderate lifting and carrying 5–10 kilos	Rare
– Heavy lifting and carrying – 10–20 kilos.	Not Applicable
Push/Pull of equipment/furniture – light push/pull forces less than 10 kg	Frequent
– moderate push / pull forces 10–20 kg	Rare
– heavy push / pull forces over 20 kg	Not Applicable
Reaching – arm fully extended forward or raised above shoulder	Not Applicable
Head / Neck Postures – holding head in a position other than neutral (facing forward)	Not Applicable
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Prolonged/Constant
– Gripping, holding, twisting, clasping with fingers / hands	Prolonged/Constant
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Rare
Sensory demands	**Frequency**
Sight – use of sight is integral to most tasks completed each shift	Prolonged/Constant
Hearing – use of hearing is an integral part of work performance	Prolonged/Constant
Touch – use of touch is integral to most tasks completed each shift.	Prolonged/Constant
Psychosocial demands	**Frequency**
Observation skills – assessing / reviewing patients in /outpatients	Not Applicable
Problem Solving issues associated with clinical and non-clinical care	Prolonged/Constant
Attention to Detail	Prolonged/Constant
Working with distressed people and families	Not Applicable
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare

Definitions used to quantify frequency of tasks / demands as above	
Prolonged / Constant	70–100 % of time in the position

Frequent	31–69 % of time in the position
Occasional	16–30% of time in the position
Rare	0–15% of time in the position
Not Applicable	

10. Employee Accountabilities and Responsibilities

- Be aware of and work in accordance with Hospital policies and procedures, as amended from time to time, including:
  - Code of Conduct
  - Confidentiality
  - Data Accountability Framework
  - Infection Control
  - Occupational Health and Safety
  - Patient Safety
  - Performance Development Management
  - Respectful Workplace Behaviours
  - Risk Management
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
- Undertake other duties as directed that meet relevant standards and recognised practice.
- Our vision is a future free from violence in which healthy, respectful relationships are the norm. Expect all staff to contribute to a culture that promotes gender equity, respect and a safe working environment.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to Victorian women.
- Data integrity is an essential element of clinical and corporate governance and a key performance indicator. The management of data influences and directly affects patient care, patient decisions, and ultimately the quality and reputation of our service delivery.
- As a consequence, all staff are responsible and accountable to ensure that (within their area of work):
  - Data recording and reporting is timely, accurate (i.e. error free) and fit for purpose.
  - Data management system policies and control processes are complied with on all occasions.
  - Where data issues and/or problems become apparent these matters are immediately referred and reported to supervisors/managers.
- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details to undertake a national Police check.
- Expect staff to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
- Contributes to a positive and supportive learning culture and environment for health professional students and learners at all levels.

11. Employee Statutory Responsibilities

- OHS Act 2004
- Freedom of Information Act 1982
- The Victorian Public Sector Code of Conduct

12. Vaccination requirements

- As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against COVID-19, influenza, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

13. Declaration

I have read, understood and agree to abide by accountabilities and responsibilities outlined in this position description.

Applicant/Employee Name:

Applicant/Employee Signature:

Date: