

Position Description

Position title:	People Solutions Officer
Department:	People, Culture & Wellbeing
Classification:	Administration Officer Grade 3 Year 1 – 5 (AO31 – AO35)
Agreement:	Victorian Public Health Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021 - 2025
Reporting to:	Manager People & Culture Operations

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is **'Creating healthier futures for women and babies'**. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with

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disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

About the department/unit

People, Culture and Wellbeing (PC&W) is responsible for providing strategic and operational services which support the employment and workforce needs of the Royal Women's Hospital. PC&W is committed to forming strong partnerships with clients, aligning practices to strategy, integrating with other functions and creating value in the management of human resources. We will support the organisation to achieve its goals through the effective management of people in congruence with the Women's values.

Our aim is to provide systems and frameworks which support our workforce capability, capacity and management, which in turn supports the Women's in the achievement of its strategic goals.

Our service is delivered across – People & Culture Operations, Employee Relations, Health, Safety & Wellbeing and P&C Business Partnering.

People and Culture Operations' goal is to attract and retain a high performing and accountable workforce. The team has operational and administrative responsibility for recruitment and onboarding to offboarding management.

Position purpose

The purpose of this position is to provide the effective customer service, advice and administration support required to maintain the employment services function, and ensure that candidates, managers and staff of the Women's have an exceptional and streamlined experience across the employment lifecycle. In addition, the role provides administrative support across the People, Culture & Wellbeing (PC&W) remit, assisting the whole PCW team to deliver an effective customer focused Human Resources Service.

Key responsibilities

Workforce Solutions

Responsible for all administrative aspects of the recruitment, selection and onboarding process including:

- Processing new position requests, including the monitoring of compliance with the organisational structure and delegation pathway
- Generation of employment contracts, liaising with managers to ensure contract details
- Contribute to the New Starter process, ensuring the completion of required documentation, police checks, checking of credentials and liaising with managers and candidates to ensure these requirements are met prior to a new employee beginning work
- Establish new starters onto the HRIS systems (chris21)
- Complete 'on boarding' requirements such as ID badges, set up on required information systems / databases, organise hospital corporate orientation to ensure the new employee has everything they need on their first day at work
- Provide advice and support to hospital staff with regards to HR queries such as award interpretation and contractual entitlements, and refer more complex enquiries to the appropriate P&C Business Partner or Employee Relations Manager
- Assist managers in the completion of online variation forms when changing the terms and conditions of their staff member's employment and ensure associated documentation is provided to the employee and payroll prior to the effective date

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- Ensure that the appropriate process and documentation is completed when employees are ceasing employment with the Women's

Candidate Care

Ensure a high level of customer service in the recruitment and on boarding processes which includes:

- Responding to all candidate enquiries within the agreed timeframes and implement escalation procedures for more complex enquiries
- Support and advise successful candidates on the New Starter and 'on boarding' requirements as outlined above
- In conjunction with the P&C Business Partners, identify and implement areas for service improvement to the benefit of candidates

Manager Relationships

Ensure a high level of customer service and support for managers in The Women's workforce services processes:

- Assist managers with the recruitment and selection processes in accordance with Award, policy and statutory requirements
- Respond to all manager enquiries within the agreed timeframes and implement escalation procedures for more complex enquiries
- Ensure manager compliance with employment processes such as the completion of required documentation, provision of recruitment evidence requirements
- Educate managers in the use of HRIS systems – such as SuccessFactors, staff kiosk
- In conjunction with the People Solutions team identify and implement areas for service improvement to the benefit of managers and staff.

PC&W Service

Become an active participant in the PC&W service and contribute to the identification and implementation of service improvements:

- Based on interactions and feedback from stakeholders identify areas for service improvement and assist in the development of initiatives to address these
- Contribute to the development of the PC&W service via active participation in team meetings, focus groups and projects
- Assist with the coordination and review of the hospital corporate orientation process
- Assist in the preparation of workforce and audit reports
- Participate in any other projects, as reasonably required, by the People Solutions Team Leader
- Work in accordance with the hospital's policies, procedures and guidelines

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

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Experience/qualifications/attributes

Essential:

- An appropriate qualification or experience within the HR field
- Demonstrated experience in a customer service and administration role/s
- Demonstrated experience in an environment which deals with high volume queries and multiple stakeholders
- Demonstrated time management and prioritisation skills
- Demonstrated ability to work in a team or autonomously
- Well-developed interpersonal skills, including customer service and stakeholder relationship management
- An understanding of the recruitment process and the associated compliance requirements
- Basic understanding of awards and contracts and the ability to identify areas to be escalated
- Intermediate to advanced level of computer literacy with a range of applications, including MS Office, email, internet, HRIS databases
- Embodies the Women's values of courage, passion, discovery and respect

Desirable:

- Previous experience in the healthcare environment is desirable

Organisational relationships

Internal relationships

- Hospital staff
- PC&W staff
- Finance including Payroll Service staff

External relationships

- Candidates
- Potential Employees

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Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	N/A
Sitting – remaining in a seated position to complete tasks	Prolonged and Constant
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	N/A
Squatting/crouching – adopting these postures to complete tasks	N/A
Leg/foot movement to operate equipment	N/A
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5 – 10 kilos	N/A
– Heavy lifting and carrying – 10 – 20 kilos.	N/A
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	N/A
– heavy push / pull forces over 20 kg	N/A
Reaching – arm fully extended forward or raised above shoulder	Rare
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Occasional
– Gripping, holding, twisting, clasping with fingers/hands	Occasional
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	N/A
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged and Constant
Hearing – use of hearing is an integral part of work performance	Prolonged and Constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged and Constant
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Prolonged and Constant
Problem solving issues associated with clinical and non-clinical care	Prolonged and Constant
Working with distressed people and families	N/A
Dealing with aggressive and uncooperative people	N/A
Dealing with unpredictable behaviour	N/A
Exposure to distressing situations	N/A

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	1 – 15% of time in the position
Not applicable	0% of time in the position

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Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

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).

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: July 2025

Developed by: Manager P&C Operations

Date of next review: July 2026

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