

Position Description

Manager, HR Systems

Classification:	Admin Officer Grade 6
Business unit/department:	People & Culture – HR Shared Services
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☒ (hybrid working from home available)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Full-Time
Hours per week:	38
Reports to:	Director, HR Shared Services
Direct reports:	5
Financial management:	Budget: Nil
Date:	15 September 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

The Manager, HR Systems plays a critical role leading the end-to-end delivery of high quality, employee-centric payroll and HR information services.

The role is a key leadership position, leading a team of HR System analysts, and oversees the administration and continuous improvement of the organisation's core HR platforms including SuccessFactors Recruitment 2.0, SuccessFactors Employee Central Core and Employee Central Payroll (ECP), and UKG/Kronos. The role is accountable for the HR systems roadmap, governance framework, release calendar, and prioritisation of system enhancements.

About the Directorate/Division/Department

The role sits the HR Business Partnering function within the People and Culture Directorate, and acts as a trusted partner to stakeholders and organisational leadership teams. The People & Culture Directorate is one of eight Directorate's reporting to the Chief Executive Officer.

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HR Shared Services forms part of the P&C Directorate and incorporates HR Solutions, Payroll, HR Systems & Austin Advantage Salary Packaging, providing a comprehensive range of people services to Austin Health.

The functions of the HR Systems Team are to support the Management of Human Resource Information Systems including the staff portal; SuccessFactors, UKG Workforce Management system solution and in-house data warehouse environment, systems integration, organisational wide reporting suite and employee recruitment and variation system. The effective operation of these systems is required to support staff and for business-critical processes such as recruitment, payroll, scheduling, and management reporting systems.

Position responsibilities

The HR Systems Manager is responsible for the leadership of the HR Systems team and the effective operation, governance and continuous improvement of Austin Health's HR systems, including SuccessFactors Recruitment 2.0, SuccessFactors Employee Central Core and Employee Central Payroll (ECP). Support for the legacy CHRIS21 system is limited to historical data access and decommissioning activities.

Business engagement

- Lead the delivery of an efficient, end-user centric HR information service, ensuring appropriate quality assurance processes are in place.
- Regularly communicate with key stakeholders across Austin Health to keep them abreast of changes to processes and practices within HR Systems.
- Liaise with key end users of HR systems to identify their needs and collaborate with them to establish how those needs can be met.
- Manage prioritisation and service delivery expectations of the HR Systems team with end users, ensuring transparency.

Team leadership

- Provide leadership to the HR Systems team of five direct reports, ensuring clear delegation of responsibilities and building a culture with excellent customer service at its core.
- Manage the regular performance review and professional development of all staff in HR Systems.
- Ensure new team members are onboarded effectively, have the right access to systems and are productive as soon as possible.
- Manage the demand and supply of workflow into the HR Systems team, ensuring stakeholders are informed, a prioritisation model is in place, and expectations are clear and managed.

Systems management

- Oversee the administration, configuration and access management of SuccessFactors Recruitment 2.0, Employee Central Core and Employee Central Payroll (ECP).
- Design and maintain robust processes to ensure accurate preparation, input and transmission of HR systems data.
- Oversee the completeness of financial year end processes.
- Ensure all HR Systems decisions are consistent with legislative and industrial requirements.
- Develop and maintain strong internal audit and data governance processes.
- Continuously monitor systems and processes, identifying opportunities for improvement and wherever possible implementing those improvements.
- Maintain appropriate confidentiality, ensuring HR Systems staff do not disclose confidential information and access personal data only where required to perform a specific task.

Project management



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- Manage projects within the HR Shared Services portfolio, providing appropriate direction and rigour around processes, planning and delivery.

Selection criteria

Essential skills and experience:

- Highly developed leadership skills and team building ability, including experience leading a team of technical specialists.
- Sound technical understanding of SAP SuccessFactors, including Recruitment 2.0, Employee Central Core and Employee Central Payroll (ECP).
- Strong project management experience.
- Highly developed interpersonal skills, including the ability to work constructively to define and address a wide range of HR issues.
- Ability to communicate effectively at all levels of the organisation.
- Ability to prioritise business requirements and manage stakeholder expectations.
- Demonstrated understanding of general Human Resources issues and employment related legislation.
- Demonstrated ability to develop and maintain processes relevant to HR systems and employment.
- Commitment to integration of problem solving across the HR function.

Desirable but not essential:

- Experience with UKG Workforce Management and payroll system integrations.
- Prior experience in the healthcare industry will be highly regarded.

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*



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- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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