

Austin Health

Position Description



Position Title: HR Advisor

Classification:	HS2 - Administration Officer Grade 2
Business Unit/ Department:	People and Culture - HR Shared Services
Work location:	Heidelberg Repatriation Hospital
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Employment Type:	Parental leave cover
Hours per week:	40 (38+ADO) per week
Reports to:	HR Shared Services Manager
Direct Reports:	0
Financial management:	N/A
Date:	June 2025

About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training, and research, and we have numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

Our vision is to shape the future through exceptional care, discovery and learning. This is supported by our values, which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves, and feel engaged, safe, and empowered. To achieve this, diversity and inclusion are essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Position Purpose

Contributing to the operational excellence of HRSS by providing consistent, accurate and timely support and advice across a wide range of operational aspects of HR to over 9,500 employees and managers at Austin Health.

Engage with various end users to ensure that services and standards meet their expectations.

Providing HR services across recruitment and onboarding, helping to build manager capability in HR processes, policy and procedure, HR systems and coaching and advice.

Contribute towards developing and implementing HR programs and initiatives to meet the organisation's needs.

About HR Shared Services

HR Shared Services forms part of the People and Culture Directorate and incorporates HR Services, Payroll, HRMIS, and Austin Advantage Salary Packaging, providing Austin Health with a comprehensive range of human resource services.

The HR Solutions team is responsible for coordinating a decentralised employment service, providing comprehensive advice and support to managers and employees on the full range of employment functions, from recruitment to termination.

Regular and extensive liaison occurs with other units within Human Resources, particularly Payroll and Employee Relations, as well as internally within Austin Health with managers, employees, and external agencies.

Purpose and Accountabilities

Role Specific:

- Provide customer service support and advice to Austin Health employees on a broad range of HR queries, via phone, email and in person.
- Coach line managers and employees on all matters related to Kronos, contractual arrangements and escalated EBA queries.
- Troubleshoot HR systems when issues are identified, in conjunction with HRMIS manage the communications, issue resolution for customers.
- Provide support to staff on managing all position and roster requirements, ensuring all necessary information is captured in Success Factors for correct payment allocations.

- Understand and interpret all EBA's to provide the necessary support to employees and managers.
- Conduct training sessions to educate managers and/or employees on the necessary HR tools, systems, and processes.
- Assist in the monitoring of HR compliance issues and undertake general HR administrative functions.
- Ensure that appropriate records, file notes and are maintained for all employee interactions.
- General office duties such as mail management, email sorting and distribution through Austin Health's digital ticket management systems, filing, maintaining stationery supplies and preparing invoices for payment.
- Work with the team to ensure all aspects of reception and administrative functions are attended to efficiently and maintained in an organised manner.
- Provide People and Culture directorate with project support, and ad hoc support as required.
- Participate and support change projects effectively; ensuring stakeholders are well informed, deadlines are met, and risk is eliminated.
- Deal with local HR issues in a responsive and timely manner.
- Manage employee files, including the filing of additional relevant documentation and notes, auditing of employee files upon employee commencement and appropriate management of employee files during the termination process

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality & 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-centred care.
- Comply with National Safety & Quality Health Service Standards requirements and other relevant regulatory requirements.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements

Selection Criteria

Essential Knowledge and skills:

- An ability to interpret Industrial Agreements together with policy and procedure.
- Excellent communication and interpersonal skills, including counselling, negotiating, writing advisory emails, and mass communication development.
- An ability to interact proactively with management and staff at all levels of the organisation to resolve complex HR issues.
- Demonstrated competence in problem-solving skills through understanding, synthesising and interpreting information and data such as complex policy, EBAs and other information.
- Well-developed organisational and administrative skills, including strong attention to detail and the ability to prioritise and control own workload.
- Demonstrated effectiveness in contributing to a small team, including the capacity to review and improve workplace practices.
- Demonstrated capacity to effectively communicate, promote, and uphold HR initiatives and values, including discretion and confidentiality.
- Strong communication and customer service skills
- Well-developed computer literacy skills within a Microsoft Office environment
- Working knowledge of computerised human resource information systems
- Possession of or substantial progression towards a relevant tertiary qualification
- Previous experience within HR or HR related discipline

Desirable but not essential:

- Prior knowledge and experience with SAP -Success Factors, Kronos and Chris21
- Well-developed knowledge of Fair Work Act and all Austin Health Enterprise Agreements.
- Advanced MS Office including Excel, PowerPoint, and Word
- Prior experience in Public Health

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures

Equal Opportunity Employer

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

Document Review Agreement

Manager Signature	
Employee Signature	
Date	