Position Description

HR Operations Lead

Classification:	HS5 - Administrative Officer Grade 5
Business unit/department:	People and Culture, HR Shared Services (HR Services)
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Fixed-Term Full-Time (12 months)
Hours per week:	40 hours (38 hours plus ADO)
Reports to:	HR Services Manager, People & Culture
Direct reports:	5
Financial management:	Budget: Nil
Date:	November 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri 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. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

The HR Operations Lead leads the HR Services team to deliver accurate, timely and customer focused HR administration and advice to Austin Health managers and employees. The team supports employees from commencement through to termination, including contract variations, position changes, employee records, pay related changes and advice on enterprise agreements and policies.

The role is accountable for day to day service delivery, team performance and the quality and compliance of HR data and processes. Working closely with Payroll, HR Systems and Recruitment Operations, the HR Operations Lead makes HR services simple, accurate and easy to access, and acts for the Manager, People & Culture when required.

About the Directorate/Division/Department

HR Shared Services is part of the People and Culture Directorate and includes HR Services, Recruitment Operations, Payroll, HR Systems and Austin Advantage (salary packaging). Together these teams provide a comprehensive range of people services to Austin Health's workforce of approximately 11,000 staff.

HR Services is the first point of contact for employees and managers after commencement. The team manages HR administration and advice across the employee lifecycle through the HR service desk, phone and email. It works closely with Payroll, HR Systems, Recruitment Operations, Workplace Relations and HR Business Partners, as well as managers, senior leaders and external agencies.

Position responsibilities

Leadership and people management

- Lead, coach and develop a team of HR advisors and administrators, setting clear priorities and expectations.
- Hold regular one on one meetings and annual performance and development reviews (PRDs), and address performance concerns early.
- Manage team leave, rostering and capacity so service levels are maintained across the pay cycle and peak periods.
- Build capability and cross skilling across the team, including induction and training for new staff.
- Support staff to comply with policies, procedures, mandatory training and professional development requirements.
- Act for the HR Services Manager, when required.

Service delivery

- Oversee the HR service desk (Jira Service Management), phone and email channels, including triage, allocation and escalations.
- Monitor and report on service performance, including volumes, response and resolution times, backlogs and quality.
- Plan team workload around the fortnightly pay cycle so changes are processed accurately before payroll cutoffs.
- Ensure HR administration is accurate and timely, including contract variations, position changes, employee records, terminations and statements of service.
- Resolve complex and escalated enquiries, and refer matters to HR Business Partners and Workplace Relations where appropriate.

Pay, agreements and compliance

- Provide advice to managers and employees on enterprise agreements, policies and conditions of employment.
- Lead the implementation of agreement and pay changes, including rate changes, increments and classification changes.
- Coordinate remediation and back pay activities with Payroll, ensuring accurate calculation, approval and communication.
- Ensure compliance with employment legislation, privacy and records management requirements, and Working with Children Check obligations, including WWC Connect.
- Maintain controls, checks and audit processes that reduce risk in HR administration, and apply incident management processes where issues occur.

Systems and data

- Maintain the accuracy and integrity of employee, position and job data in SuccessFactors and UKG.
- Run regular data audits and reconciliations, and fix issues at the source.
- Provide accurate data to support workforce reporting and decision making.
- Work with HR Systems to identify, test and implement system enhancements.

Continuous improvement and change

- Identify opportunities to simplify processes, reduce manual work and improve the employee experience.
- Lead or contribute to HR transformation projects, including digital and self service improvements.
- Maintain documented processes, knowledge articles and user guides, and ensure they are current and used.
- Communicate changes to processes and practices clearly to stakeholders.

Stakeholder engagement

- Build effective working relationships with Payroll, HR Systems, Recruitment Operations, HR Business Partners, Workplace Relations and managers.
- Coordinate the handover of new starters from Recruitment Operations at commencement, and support peak periods such as bulk intakes.
- Seek and act on feedback from managers and employees to improve services.

Selection criteria

Essential skills and experience:

- Demonstrated experience leading or supervising a team in an HR operations, shared services or payroll environment.
- Sound knowledge of HR administration, payroll processes and employment legislation.
- Experience interpreting and applying enterprise agreements and policies.
- Strong HR systems skills, preferably SAP SuccessFactors and UKG.
- Experience managing a high volume service desk or workload against service levels.
- High attention to detail and commitment to data accuracy and compliance.
- Proven problem solving skills and ability to manage escalations and competing priorities.
- Ability to identify improvements and lead change.
- Highly developed interpersonal, written and verbal communication skills.

Desirable but not essential:

- Knowledge of Victorian public health sector enterprise agreements and the Fair Work Act 2009.
- Experience in Victorian public health or a large public sector organisation.
- Experience with Jira Service Management, Confluence or similar service management tools.
- Advanced Microsoft 365 skills, including Excel and SharePoint.
- Experience developing and delivering training and knowledge resources.

Professional qualifications and registration requirements

- A relevant tertiary qualification in human resources, business or commerce, or equivalent experience.
- There are no registration requirements for this role.

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.*
- 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 creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

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.