

Position Description

HR Advisor

Classification:	HS2 – Administration Officer Grade 2
Business unit/department:	People and Culture – HR Shared 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
Hours per week:	40 (38+ADO) per week
Reports to:	HR Shared Services Manager
Direct reports:	0
Financial management:	N/A
Date:	July 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

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 the Directorate/Division/Department

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 Services 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.

Position responsibilities

- Provide high-quality HR advice and customer service support to employees and managers on a broad range of HR, employment and industrial matters through phone, email and face-to-face interactions.
- Interpret and apply Enterprise Bargaining Agreements (EBAs), employment conditions, policies and procedures to ensure consistent and compliant advice.
- Coach and support managers and employees on workforce management processes, including rostering, timekeeping systems, contractual arrangements and HR policies.
Troubleshoot HR systems issues and coordinate with relevant stakeholders to ensure timely resolution and communication of outcomes.
- Support the management of positions, employee records and workforce data, ensuring information is accurately maintained within HR systems and payroll requirements are met.
- Deliver training and guidance on HR systems, tools, policies and processes to managers and employees.
- Monitor and support HR compliance activities, audits and reporting requirements.
- Maintain accurate employee records, documentation and file notes in accordance with legislative and organisational requirements.
- Coordinate employee lifecycle administration, including onboarding, employment variations, position management and termination processes.
- Contribute to HR projects, process improvement initiatives and change activities, ensuring effective stakeholder engagement and successful delivery of outcomes.
- Provide administrative and operational support to the People and Culture Directorate as required.
- Manage HR enquiries and issues in a timely, professional and customer-focused manner.
- Support shared administrative functions, including correspondence management, digital ticketing systems, records management and other office administration activities.



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Selection criteria

Essential skills and experience:

- Demonstrated ability to interpret and apply Industrial Agreements (EBAs), policies and procedures.
- Strong interpersonal skills with the ability to build effective working relationships and work proactively with managers and employees at all levels to resolve complex HR matters.
- Well-developed analytical and problem-solving skills, with the ability to interpret, synthesise and apply complex information, data, policies and industrial instruments.
- Well-developed organisational and administrative skills, including strong attention to detail, effective time management and the ability to manage competing priorities.
- Demonstrated ability to contribute effectively within a team environment and support the continuous improvement of workplace practices and processes.
- Commitment to maintaining confidentiality, exercising discretion and upholding professional HR standards.
- Well-developed computer literacy skills, including proficiency in Microsoft Office applications and Human Resource Information Systems (HRIS).
- Tertiary qualification in Human Resources or a related discipline, or substantial progress towards such a qualification.
- Previous experience in Human Resources or a related field.

Desirable but not essential:

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

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.



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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 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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