

Position Description

HR Specialist

Classification:	HS3 – Administration Officer Grade 3
Business unit/department:	People and Culture - HR Shared Services
Work location:	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Full-Time
Hours per week:	40 (38 + ADO)
Reports to:	HR Operations Lead
Direct reports:	0
Financial management:	N/A
Date:	February 2026

About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home and community-based health services; Austin Health is an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

Austin Health employs near 11,000 staff across its sites; including over 2,000 doctors and 5,000 nurses and delivers a full range of leading-edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged care and rehabilitation beds and a range of community and in the home services.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health's current vision is shaping the future through exceptional care, discovery and learning.

Our values define who we are, shape our culture and the behaviours, practices and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve, and we shape the future. www.austin.org.au/about-us

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

Position purpose

The HR Specialist will be required to provide consistent, accurate and timely support and advice across a wide range of operational aspects of HR to over 11,000 employees and managers at Austin Health. They will engage with a range of end users to ensure that services and standards are met with their expectations.

Help to build manager capability in HR processes, policy and procedure, HR systems and coaching and advice, with a focus on organisation structure and employee variations.

Contribute towards the development and implementation of HR programs and initiatives to meet the needs of the organisation. A key focus of providing efficient and high-quality work across a broad range of services and initiatives whilst looking for opportunities for continuous improvement.

About HR Shared Services

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

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

Regular and extensive liaison occurs with other units within People & Culture, particularly Payroll and Employees Relations, as well as internally within Austin Health with managers, employees, and external agencies.



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Position responsibilities

Role Specific

- Provide detailed customer service support and advice to Austin Health employees on broad range of HR queries, via phone, email and in person.
- Understand and interpret all Enterprise Agreements, the Fair Work Act and Austin Health policies and procedures to provide the necessary support and advice to employees and managers
- Coach line managers and employees on all matters related to Success Factors, UKG Dimensions, Contractual arrangements and complex EBA queries
- Troubleshoot HR systems when issues are identified, in conjunction with HRMIS
- Provide support to staff on managing all position and roster requirements, ensuring all necessary information is captured in Success Factors for correct payment allocations
- Form part of an establishment function in the HRS team ensuring position management and organisational structures in SAP Success Factors and UKG Dimensions are aligned and maintained efficiently
- Act as a subject matter expert on internal staff variations, while ensuring they are processed with a high level of accuracy within acceptable timeframes
- From the HR Service Desk, accept and resolve queries which are complex in nature
- Complete all necessary reporting requirements to ensure risk is mitigated and all checks are satisfactory
- Coordinate and facilitate end user training sessions to achieve learning outcomes
- Assist in the monitoring of HR compliance issues and undertaking general HR administrative functions
- Provide People and Culture directorate with project support, and ad hoc support as required.
- Work to engage with, build and maintain effective relationships with a range of internal and external key stakeholders to identify and define project requirements, scope and objectives
- Evaluate potential problems, technical complications and develop solutions
- Leverage Kronos Knowledge and map training material to maintain written and electronic training guides for Austin Health end users
- Participate and support change projects effectively; ensuring stakeholders are well informed, deadlines are met, and risk is eliminated
- Ensure that appropriate records and file notes are maintained within Service Desk for all employee interactions • Act as a mentor and a point of escalation for fellow HR Advisors
- Deal with local HR issues in a responsive and timely manner
- Other duties as required



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Selection criteria

Essential skills and experience:

- A commitment to Austin Health values
- An ability to interpret Industrial Agreements and the Fair Work Act, together with Austin Health policy and procedure and payroll processes
- Excellent communication and interpersonal skills, including counselling, negotiating, writing advisory emails, and mass communication development
- Experience in the successful development and effective delivery/facilitation of training programs to achieved specified learning outcomes
- An ability to interact proactively with management and staff at all levels of the organisation
- High level of demonstrated competence in conceptual, analytical and problem-solving skills
- Proven success in the development and implementation of human resource programs and initiatives, including review and improvement of work practices
- 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
- Prior knowledge and experience with UKG Dimensions and SAP - Success Factors
- Possession of or substantial progression towards a relevant tertiary qualification
- Previous experience within a HR Operations function

Desirable but not essential:

- Ability to research policy and process, along with program development
- A sound understanding of information technology including clinical systems, applications relevant to the management of rostering and risk management reporting or as required for the role and/or department.
- Documentation management and ability to use project management tools
- Advanced computer literacy skills within a Microsoft Office environment
- Experience in Public Health

Quality, safety and risk

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 Information

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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