

Position Description

Employee Benefits Advisor

Classification:	Administrative Officer Grade 2 (HS2)
Business unit/department:	Human Resources Shared Services - Salary Packaging
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
	Choose an item.
	Choose an item.
Employment type:	Full-Time
Hours per week:	38 (or 40 hours with ADO)
Reports to:	Salary Packaging & HR Services Manager
Direct reports:	0
Financial management:	Budget: Nil
Date:	December 2025

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 Employee Benefits Consultant is responsible for providing administrative support and customer service for the in-house Salary Packaging team. Serving as the primary point of contact for Austin Health employees, the role offers guidance on entitlements including Living Expenses, Meal Entertainment, and Novated Leasing. Additionally, the position involves onboarding new employees, processing amendments, and assisting with the reimbursement of Continuing Medical Education (CME) expenses.

About the Department

The People & Culture Directorate is one of seven reporting to the Chief Executive Officer. Based at the Repatriation Campus of Austin Health, the HR Shared Services department is a well-regarded enablement function comprising teams that provide accurate and efficient HR services across the organisation.

The Salary Packaging Department is a specialised in-house team dedicated to maximising employee benefits through tax-effective salary sacrifice arrangements. We manage the end-to-end administration of salary packaging for all eligible staff, ensuring compliance with Australian Taxation Office (ATO) regulations and Victorian public sector guidelines.

Position responsibilities

Salary Packaging Administration & Customer Service

- Serve as the first point of contact for inbound enquiries (phone and email), providing clear advice to staff regarding salary packaging eligibility, specifically focusing on Living Expenses and Meal Entertainment caps.
- Facilitate the timely onboarding of new employees into the salary packaging system, ensuring all documentation is compliant and data entry is accurate.
- Process amendments to existing employee packages in a timely manner to reflect changes in circumstances or benefit elections.
- Provide advice and general support regarding Novated Leasing arrangements to eligible staff.
- Perform data entry tasks with a high degree of numerical accuracy and attention to detail.
- Coordinate with the payroll team to diagnose and resolve any inaccuracies or anomalies related to salary packaging payments.
- Assist with other administrative duties as required.

Continuing Medical Education (CME) Support

- Assist with the administration and processing of Continuing Medical Education (CME) expense claims (training provided).
- Provide guidance on entitlements eligible under Austin Health CME policies and guidelines.

Stakeholder Engagement

- Participate in Employee Benefit Expos held at the hospital to promote salary packaging options to the wider workforce (optional/as required).

Selection criteria

Essential skills and experience:

- 1-2 years of experience in a similar administrative or customer service role.
- Demonstrated understanding of Salary Packaging principles, including FBT exemption caps and Novated Leasing.
- Strong numeracy skills with the ability to interpret figures and perform calculations accurately.
- High-level data entry skills with a strong focus on accuracy and attention to detail.
- Excellent communication and interpersonal skills, with the ability to explain complex benefit information to a diverse range of employees.
- Ability to work effectively both independently and as part of a team.
- Developed experience working with the Microsoft Office suite, particularly Excel



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Desirable but not essential:

- Prior exposure to processing medical workforce claims or reimbursements.
- Prior experience using SAP SuccessFactors
- Prior Experience using Eziway salary packaging software systems

Professional qualifications and registration requirements

- There are no mandatory tertiary qualifications for this role; however, relevant experience in HR, Payroll, or Finance administration is 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.*
- 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.



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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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