Position Description

Program Lead - HR Transformation

Classification:	HS4
Business unit/department:	People & Culture – HR Shared Services
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Fixed-Term Full-Time
Hours per week:	Full time
Reports to:	HR Services Manager
Direct reports:	2
Financial management:	Budget: Nil
Date:	February 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

The HR Transformation Program Lead is responsible for delivery of the HR Service Delivery Transformation Program – Foundation Phase at Austin Health, implementing five strategic initiatives that establish the critical infrastructure for HR's digital transformation.

The Program Lead will apply lean and agile methodologies to drive rapid, iterative delivery across service design, JIRA Service Management and Confluence platforms. The role leads a small project team (1x Technical Officer, 1x Project Administrator) and coordinates cross-functional SME contributions from HR Services, Employee Relations, Payroll, and IT.

This position requires a proactive individual who thrives in environments of ambiguity, brings deep expertise in stakeholder engagement and change management preferably within healthcare settings, and is driven by a genuine commitment to continuous improvement and measurable outcomes.

About the HR Shared Services 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 an enablement function comprising teams that provide accurate and efficient HR services across the organisation.

The HR Service Delivery Transformation Program has been established to systematically address operational gaps across case management, knowledge management, service ownership, performance measurement, and stakeholder feedback. The Foundation Phase is the critical first stage, establishing the capabilities and infrastructure required to enable all subsequent phases including self-service portals, SuccessFactors optimisation, and future AI and automation capabilities.

Position responsibilities

<u>Role Specific:</u>

Program Delivery & Lean Execution

- Lead the end-to-end delivery of five foundation initiatives within the approved 12-month timeline and budget, applying Lean methodologies to maximise value delivery and eliminate waste.
- Develop and maintain an integrated program plan with clearly defined sprints, milestones, dependencies, and critical path activities.
- Facilitate sprint planning, daily stand-ups, retrospectives, and continuous improvement cycles to drive team velocity and quality.
- Proactively identify and manage risks, issues, and blockers, escalating where required.
- Prepare and present monthly status reports to the Steering Committee, providing transparent updates on progress, risks, and benefits realisation.

Service Catalogue & Service Ownership Framework

- Lead the end-to-end development of the HR service catalogue, defining the scope, methodology, and stakeholder engagement approach for mapping all HR service types across HR Shared Services
- Facilitate discovery workshops with operational leaders and SMEs to identify all current services, capture pain points, and document existing escalation pathways, handoff points, and areas of ambiguity or overlap.
- Direct the process mapping of current-state HR service workflows, analysing inefficiencies, duplication, and accountability gaps to inform the design of optimised future-state processes.
- Design the service ownership matrix, establishing clear accountability, decision-making authority, and escalation criteria for each service type in consultation with HR leadership.
- Oversee the publication of the service catalogue in Confluence and the configuration of aligned JIRA SM routing rules, ensuring consistency between the documented model and the technical implementation.

JIRA Service Management & Confluence Implementation

- Configure and deploy JIRA Service Management for HR case management, including custom workflows for grievances, and complex personnel matters with appropriate access controls and visibility rules.
- Define and implement SLA targets, breach alerts, and automated reporting dashboards within JIRA SM to establish a robust performance measurement framework.
- Implement Confluence as the centralised HR knowledge base, designing the space structure, migrating priority content, and establishing content governance frameworks.
- Enable and configure CSAT surveys and structured feedback mechanisms to support evidence-based continuous improvement.

Stakeholder Engagement & Change Management

- Develop and execute a stakeholder engagement strategy that builds trust, secures buy-in, and manages resistance across HR, IT, Payroll, and operational leadership.
- Co-design solutions with staff and teams across Austin Health, ensuring new processes reflect operational reality and are fit for purpose.
- Design and implement change management plans for each initiative, including communications, training programs, change champion networks, and a structured hypercare period
- Partner with HR Business Partners, Employee Relations, and Payroll teams to validate process designs and balance transformation delivery with the maintenance of business-as-usual service continuity.
- Facilitate collaborative internal relationships to share ideas, drive innovation, and contribute to building a culture that promotes improvement across People & Culture.
- Transparently communicate progress, metrics, and outcomes to business stakeholders to rebuild confidence in HR service delivery.

Governance, Measurement & Reporting

- Establish baseline metrics and track KPIs including SLA compliance rates, first contact resolution, average resolution time, knowledge base utilisation, and CSAT scores.
- Support the preparation and presentation of data, reports, and project outcomes for the Steering Committee and broader stakeholder groups.
- Deliver weekly performance reviews with the Shared Services team and monthly executive reporting.
- Contribute to the preparation of reports, briefings, business cases, and documentation for future phases of the transformation program.
- Complete a Foundation Readiness assessment to confirm all five initiatives are operational and the organisation is prepared for Phase 2 strategic enhancements.
- Ensure all project documentation, process maps, and lessons learned are captured and stored in Confluence for ongoing reference.

All Employees:

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show we care

We bring
our best

Together
we achieve

We shape
the future

- 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 and escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centred care
- Comply with Austin Health mandatory training and continuing professional development requirements
- Work across multiple sites as per work requirements and/or directed by management

Selection criteria

Essential skills and experience:

- Minimum 5 years' experience in project or program management, with demonstrated delivery of service improvement or transformation initiatives.
- Demonstrated hands-on experience with Atlassian products, specifically JIRA Service Management (configuration, workflows, SLAs, reporting) and Confluence (space design, content governance, knowledge management).
- Strong working knowledge and practical application of lean and agile methodologies (Scrum, Lean, and/or Six Sigma) in a project delivery context.
- Demonstrated experience in change management and stakeholder engagement, including the ability to influence, negotiate, and build trust with diverse stakeholder groups at all organisational levels.
- Demonstrated ability to coach others, facilitate groups, and contribute to capability building and training in improvement methodologies and new ways of working.
- Proven ability to work with a high degree of autonomy, exercise sound judgement, and drive outcomes in complex and ambiguous environments.
- Demonstrated team leadership skills, including the ability to motivate, develop, and hold team members accountable for delivery.

Desirable but not essential:

- Formal certification in Scrum (CSM/PSM), Lean Six Sigma (Green Belt or above), or equivalent agile/lean qualification.
- Proven experience working within the healthcare or public health sector, with an understanding of the operational, regulatory, and industrial relations context.
- Project management certification (e.g. PMP, PRINCE2, AgilePM).
- Experience with SAP SuccessFactors or other enterprise HRIS platforms.
- Prior experience in ITIL or IT service management frameworks.
- Experience delivering HR shared services transformation or establishing tiered HR service delivery models.

Professional qualifications and registration requirements

- Relevant education or experience in a healthcare setting or similar

Quality, safety and risk – all roles

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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 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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