

Position Description

Project Officer - HR Transformation

Classification:	HS2
Business unit/department:	People & 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:	Fixed-Term Full-Time
Hours per week:	Full time
Reports to:	HR Transformation Program Lead
Direct reports:	0
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 Project Officer is a central coordination and support role within the HR Service Delivery Transformation Program. Reporting to the HR Transformation Program Lead, this position provides end-to-end project administration across a complex program of work, ensuring that governance, documentation, stakeholder coordination, scheduling, reporting, and communication activities are delivered to a high standard.

The Project Officer is responsible for maintaining the program's governance framework, including risk and issue registers, decision logs, action tracking, and milestone reporting. The role coordinates all project meetings and governance forums, prepares agendas and papers, takes and distributes minutes, and follows up on actions to ensure accountability and timely completion. The position also plays a key role in the quality assurance and review of knowledge base content prior to publication in Confluence.



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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

General Project Administration

- Maintain and update stakeholder contact lists, distribution groups, and communication channels.
- Support the coordination of change management activities including distribution of communications, training materials, and survey links.
- Assist with the collation and basic analysis of feedback data from CSAT surveys and pulse surveys
- Perform other administrative duties as required to support the smooth operation of the project.

Project Documentation & Governance

- Establish and maintain the project filing system, ensuring all documentation is organised, version-controlled, and accessible to the project team.
- Maintain and update core project documents including the program plan, risk and issue registers, decision logs, and stakeholder registers under the direction of the Program Lead.
- Prepare and format project reports, presentations, briefings, and status updates for the Steering Committee and other stakeholder forums.
- Track project milestones and deliverables, providing regular status summaries and flagging upcoming deadlines or overdue items to the Program Lead.
- Maintain records of all project approvals, sign-offs, and governance decisions for audit and compliance purposes.

Knowledge Base Content Review & Support

- Review and proofread HR knowledge base articles prior to publication, checking for accuracy, consistency, formatting, grammar, and adherence to style guidelines.
- Coordinate the content review cycle with SMEs, tracking draft submissions, review status, and publication deadlines to ensure the migration schedule is maintained.
- Maintain the content migration tracker, logging the status of each document through drafting, review, approval, and publication stages.
- Assist with formatting and uploading approved content into Confluence, applying agreed page templates and labelling conventions.
- Flag content gaps, inconsistencies, or conflicts identified during the review process to the Program Lead and relevant SMEs for resolution.

Meeting Coordination & Minutes



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- Coordinate scheduling for all project meetings including sprint ceremonies, Steering Committee meetings, stakeholder workshops, and SME working sessions.
- Prepare agendas in consultation with the Program Lead, ensuring all required papers and pre-reading materials are distributed in advance.
- Attend and take accurate, comprehensive minutes for all project meetings and governance forums, capturing key decisions, actions, owners, and due dates.
- Distribute minutes within agreed timeframes and maintain an action register, following up with action owners to ensure timely completion.
- Coordinate logistics for workshops, training sessions, and stakeholder engagement activities, including room bookings and equipment where required

Selection criteria

Essential skills and experience:

- Minimum 1–2 years' experience in a project administration, executive assistant, or similar administrative support role, ideally within a project or program environment.
- Demonstrated experience taking accurate and comprehensive meeting minutes in a professional setting, with the ability to capture key decisions, actions, and outcomes efficiently.
- Excellent written communication skills, including strong proofreading, editing, and document formatting abilities.
- Highly organised and detail-oriented, with the ability to manage multiple tasks, competing deadlines, and shifting priorities.
- Strong proficiency in Microsoft Office 365, particularly Word, Excel, PowerPoint, Outlook, SharePoint and Teams.
- Strong interpersonal skills with the ability to coordinate across teams and liaise professionally with stakeholders at all levels.
- Ability to handle sensitive and confidential information with discretion and professionalism.

Desirable but not essential:

- Prior experience providing administrative support in a healthcare or public health sector environment.
- Familiarity with JIRA Service Management or Confluence
- Experience with content review, proofreading, or editing in a professional context.
- Exposure to agile or iterative project delivery environments.
- Familiarity with SharePoint

Professional qualifications and registration requirements

There are no mandatory tertiary qualifications for this role; however, relevant experience in project administration, office management, or a related administrative discipline is highly regarded.

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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