

Position Title: **Workforce Administrator**

Campus: Any

Directorate: People & Culture

Reporting to:

Direct: Talent Acquisition Lead

Indirect: Director Talent Acquisition

Director People & Culture

Chief People Officer

Direct Reports: NIL

Appointment Terms/Conditions:

Classification and Code: **Administration Officer Trainee (BZ438)**

Enterprise Agreement: As per QAF Traineeship pay scale/Miscellaneous Award
All other terms and conditions per Victorian Public Health Sector Health and Allied Services, Managers & Administrative Workers Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

<i>Collaboration</i>	<i>Compassion</i>	<i>Accountability</i>	<i>Respect</i>	<i>Innovation</i>
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

This position will provide administrative support to the People & Culture (P&C) department primarily the Talent Acquisition (TA) function. Specific portfolios/duties and primary responsibilities will be assigned within the administration team from this Position Description and may change from time to time as team dynamics and needs change.

KEY ACCOUNTABILITIES

Talent Acquisition Support

- In conjunction with senior TA team and/or Workforce Business Partners, prepare preemployment contract and variation documentation in line with Grampians Health policy and recruitment business rules.
- Coordinate and monitor administrative requirements in relation to appropriate and timely advertising of vacancies through appropriate and approved media applications.
- Provide advice, coaching and support to managers throughout the recruitment process, including attracting and selecting talent.
- Act as the People & Culture representative on interview panels as required.
- Set up applicant assessments and/or simulations as required.
- Process & monitor pre-employment background checks including preemployment documents, Police and/or Working with Children checks, NDIS checks and immunisation clearance.
- Ensure new employees are accurately setup in on boarding & payroll systems prior to commencement.
- Ensure variations to employment contracts are accurately recorded on the recruitment system & reflected correctly in the payroll system.
- Screen and attend to a broad range of confidential and sensitive enquiries and telephone requests ensuring appropriate follow up action is taken.
- Assist in administration of immigration paperwork when applicable. Run regular reports to ensure legislative compliance.
- Assist in the implementation of Grampians Health recruitment strategy and framework as required.
- Assist with the delivery of relevant training programs to address the recruitment training and development needs of Managers.
- Provision of general advice related to Grampians Health recruitment policies, guidelines and awards and agreements referring specialist advice to relevant senior team members.
- Promote equal employment opportunity practices.
- Contribute to the development, implementation and maintenance of People and Culture Policies and Procedures.
- Participation in continuous improvement activities and projects as they relate to P&C functions.
- Establish, maintain and update computerised office and information management systems.
- Undertake other administrative tasks and special projects as required.
- Promote a culture of teamwork, respect, compassion accountability, excellence and customer focus.
- Respond to queries/updates related to competencies/PDR and dashboard.
- Update daily competencies/PDR and maintain dashboard on a daily basis.
- Responsible for escalation of issues to appropriate person.
- Investigate, problem solve, and trouble shoot queries.

People & Culture Support: (as required or when backfilling leave)

- Provide general administrative, support services within the P&C Department as required.
- Monitor the P&C phone system, ensuring all incoming calls are answered and messages passed on in a timely manner.
- Promptly process, monitor and update systems regarding existing employee Police Check renewals and Working With Children Checks.
- Generate and monitor relevant payroll system reviews as required. Liaise with relevant managers or Workforce Business Partners to action accordingly.
- Monitor and update professional registrations/licenses on a weekly basis, escalating anomalies to the relevant Workforce Business Partner.
- Monitor and update P&C intranet/webpages as required.
- Prepare reports, presentations and other documents as required. This may include monthly reports and P&C related statistics.
- Any other duties relevant to this role or the business as required by management.

KEY SELECTION CRITERIA

Qualifications and experience

- Demonstrated experience in the provision of administrative support, preferably in the area of Recruitment and/or Human Resources.
- Qualification in Business Administration or Human Resources or a commitment to working towards the same (preferred but not essential).

Technical/Professional Knowledge and Skills

- **Computer Skills:** Advanced computer skills with demonstrated experience using the Microsoft Office Suite, including Word, Excel, PowerPoint and Outlook. Highly skilled in accurate word processing and data entry.
- **Database Management:** proven ability to develop, maintain and report from databases.
- **Privacy and confidentiality:** Demonstrated understanding of the principles of privacy and confidentiality.
- **Customer Focus:** Ensuring that the customer perspective is a driving force behind business decisions and activities; crafting and implementing service practices that meet customers' and own organisation's needs.
- Demonstrated ability to work effectively autonomously with minimal supervision as well as part of a team.

Personal attributes

- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self imposing standards of excellence rather than having standards imposed.
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organisation.
- **Initiating Action:** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.

- **Managing Work (includes Time Management):** Effectively managing one's time and resources to ensure that work is completed efficiently.
- **Quality Orientation:** Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.

Interpersonal skills

- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- **Collaboration:** working effectively and cooperatively with others, establishing and maintaining good working relationships.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law.

Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.