**Position Title:** Systems Manager

**Campus:** Ballarat

**Directorate:** Corporate Service

**Department:** Remuneration Services

**Reporting to:** Head Remuneration Services

**Indirect Reporting:** Director Finance Business Partnering

Chief Finance Officer

## Appointment Terms/Conditions:

**Classification and Code:** HS6

**Enterprise Agreement:** Victorian Public Health Sector (Health Professionals, Health & Allied Services, Managers & Administrative Officers) 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 Grampians Health 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.

| ***Collaboration***<br><br>*We are stronger together.* | ***Compassion***<br><br>*We show that we care.* | ***Accountability***<br><br>*We do what we say and say what we do.* | ***Respect***<br><br>*We appreciate and value all people.* | ***Innovation***<br><br>*We adapt and innovate to achieve best outcomes.* |
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| 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

The Systems Manager has responsibility for administering and maintaining both payroll and rostering system for GH and the Grampians region. System manager activities include performing backups, installing and testing patches and upgrades to systems, monitoring performance of the systems, system configuration, writing and testing of award rules, data base administration, setting up of test environment, diagnosis and rectification of application faults. This role is required to be the subject matter expert in these areas and to provide strong leadership and the supervise and manage the systems staff

The role is required to be the key contact for software providers, and represent GH participating in relevant client groups and will advocate for product development to meet the requirements of Grampians Health & the Region. The role also works closely with staff within the wider Payroll team and also build effective working relationships across the GH business, particularly in the use of the GH rostering system and training is delivered to stakeholders

## KEY ACCOUNTABILITIES

**Management & System Administration**

- An in-depth knowledge of Payroll & Rostering operating systems.
- System and hardware fault isolation and rectification
- Applying procedures, tools and methods in system administration
- Installing software patches and upgrades
- Monitoring and optimising server performance and resource utilisation
- Identify potential efficiencies of new and existing Applications functionality and solutions
- An understanding of emerging technologies and the role and application of these to application management.
- Broad knowledge of current operating systems, networks, servers and back office systems
- Provide operational and management cover for Operations Manager – Remuneration Services during periods of absence.
- Operational assistance in the delivery of new application functionality across GH and Grampians region in collaboration with relevant GH and Regional key stakeholders.
- Manage & Maintain the GH rostering and payroll applications including:
- Manager ongoing monitoring and management of system performance, configuration and integration; including management of performance issues with vendors;
- Monitor biometric devices and task runner.
- Manage upgrades, including testing, communication of changes and provision of upgrade training as required;
- Regularly communicating with key stakeholders and attending meetings with key stakeholder groups, to identify key concerns, identify opportunities for improvement, provide tips and other information;
- Chairing the GH and Regional rostering User Groups to identify and prioritise enhancement requests and identify potential recommendations to review associated policies and procedures;
- Participating in vendor advisory and user groups to provide strategic input into the product roadmap and build a network amongst other users;
- Identify reporting requirements and coordinating local development and/or vendor required enhancements;
- Ensure configuration and functionality are consistent with legislative and industrial requirements;
- Developing and maintain robust audit processes in collaboration with the Payroll team and other

stakeholders;

- Identify and monitor key risks associated with the rostering and payroll application and associated biometrics devices; and
- Oversee maintenance of the award interpreter and salary changes;
- Management and systems staff in the delivery of the above tasks;
- Be a key point of escalation for major application issues.
- Represent the systems team on relevant internal committees and governance groups.
- Provide technical and logistical direction/advice for service partners, internal and external resources on Application matters.
- Build/enhance application capabilities to maximise system potential, meet current and future business requirements and align systems with the wider GH strategy
- Responsible for coordination, tracking and reporting of all change management tasks for Application matters.
- Monthly analytical reporting of service request data and trends to finance department
- Ensure Business Continuity Plans (BCP) are in place and contemporary.
- Operational management of 3rd party and external contracted services to ensure adherence to obligations High level of problem-solving skills
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- Ability to work within an environment of change and development
- Day to day management and supervision of systems teams

**Training & Support**

- Ensure users are adequately trained and supported in the use of rostering and payroll applications, including across the Grampians Region:
- Delivery of initial and refresher training programs across the organisation;
- Maintenance of user manuals, quick guides and online training modules;

**KEY SELECTION CRITERIA**

**Qualifications and experience**

- Possession of or working towards a relevant tertiary qualification in IT Systems, Human Resources, Finance or similar;
- Prior working experience in health or a health-related industry;
- Experience in managing an “in-house” systems and reporting

**Technical/Professional Knowledge and Skills**

- Excellent communication and interpersonal skills with a proven ability to influence stakeholders at all levels.
- Demonstrated prior experience in managing and administering payroll systems
- Highly developed organisational, negotiation, risk avoidance and problem-solving skills, including experience with automated payroll/rostering systems and Microsoft Excel
- Demonstrated experience with stakeholder engagement at all levels of the organisation
- Ability to develop and maintain a high-quality risk management framework and ability to develop and maintain quality processes relevant to Payroll and Systems

- Extensive experience in managing teams and guiding development of technical and professional development.

## 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.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- 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.