

Position Description

Position Title	HR and Reporting Subject Matter Expert - SuccessFactors Project
Position Number	30011736
Division	Office of the CEO
Department	Loddon Mallee Shared Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 5 + above award depending on skills and experience
Classification Code	HS5 – HS33
Reports to	Success Factors – Business Change Project Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Drivers Licence • Immunisation Requirements • Right to work in Australia • Current employee of the Loddon Mallee Local Health Services Network (LMLHSN).
Location	Within the Loddon Mallee Local Health Network region

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

Loddon Mallee Shared Services (LMSS)

Loddon Mallee Shared Services provides ICT services to all health services currently within the Loddon Mallee network. The services LMSS provide can range from ICT helpdesk, implementation and management of approved applications to consolidating regional platforms with dedicated support teams.

As a self-funded initiative, the LMSS is governed by the Department of Health [rural-public-health-care-agencies-ict-alliance-policy.docx](#) as well as a Joint Venture Agreement between the health services.

The Project

Our vision is to standardise the way we work in HR, Payroll and Recruitment across the Loddon Mallee Health Services.

- **One way of working** – moving from 13 different approaches to one consistent model.
- **Enabled by technology** – SuccessFactors is the tool, but the change is about people and process.
- **Better for staff** – efficient time to recruit, seamless onboarding, access and control over personal data.
- **Better for managers** – right information at the right time.
- **Better for the region** – access to regional data, shared knowledge, shared systems.

The project will deliver the four Success Factors modules; recruitment, onboarding, coreHR and payroll to all 13 health services within the Loddon Mallee under a “Big Bang” deployment approach . This project will follow the guideline of “configuration over customisation - look to adapt processes to align with software capability and not the other way around”.

The project will be delivered with consideration of people, process and technology to ensure successful delivery and end user experience. To this end, the project team structure will include two project streams; Technical and Business Change.

Project implementation commenced in February 2026, continuing until June 2027.

The Position

Reporting to the Business Change Project Manager, this role works alongside the technical project stream, external implementation partners, workforce systems and regional representatives to contribute to the successful delivery of the Loddon Mallee Success Factors Implementation to all 13 health services.

This role will be critical in supporting our HR and payroll practitioners in providing feedback and advice on business requirements that will ultimately lead to system functionality. It will take a lead role in developing system functionality while also playing a key role in the business enablers such policy/procedure, job re-design, reporting requirements, and training.

The role will require a and excellent understanding of the end-to-end employee journey through all elements of recruitment, onboarding, and employee self-service, with existing technology platform

understanding, data knowledge and reporting experience. Clear communication, time and task management and ability to take direction to ensure quality and timely outcomes in line with the project deliverables will be required.

Responsibilities and Accountabilities

Key Responsibilities

- Analyse elements of the end-to-end employee journey, to develop the requirements for the future system, and support successful implementation and adoption.
- In collaboration with Workforce Systems and regional stakeholders (HR/Payroll) review, analyse and standardise data structures and processes for SAP across all health services.
- Represent the needs of HR practitioners across the Mallee Region, building trusted working relationships and supporting regional stakeholders to successfully implement SuccessFactors.
- Support the Business Change Project Team to develop and implement change management activities including process mapping, communication and training.
- Participate and provide guidance and support through workshops and meetings.
- Maintain system and process documentation for internal team processes.

Key Selection Criteria

Note that this position is only open to employees of Health Services within the Loddon Mallee Local Health Services Network (LMLHSN).

Essential

1. Qualifications/Experience: Extensive experience and understanding of end-to-end HR processes and workforce systems within a large complex and diverse service; a tertiary qualification in Human Resources, Information Technology, Business or a related field is desirable.
2. Technical Skills: Highly proficient and proven knowledge in:
 - Human resources information systems (SAP, UKG Workforce Dimensions experience preferred)
 - Microsoft Office suite products, including Outlook, Excel, Word, PowerPoint, Teams and other applications relevant to human resource information.
 - Development of workforce business processes, reporting, procedures, policies
 - Coaching and/or training staff and users on the use of HR systems and related procedures
3. Stakeholder management and interpersonal skills – proven ability to confidently and respectfully work with people at all levels to build strong working relationships, influence decision making, and obtain cooperation in achieving business objectives; ability to constructively work with stakeholders to respond to their requirements and keep them up-to-date with issues and developments

4. Systems thinking - ability to identify and seek information and resources required to problem solve and help others to work effectively; high level skills in the analysis, process improvement and interpretation of complex data
5. Planning and organising – well established organisational and time management skills with the ability to respond quickly and efficiently to demands, successfully manage competing priorities, maintain attention to detail and meet deadlines
6. Communication skills - Excellent oral and written communication skills with proven ability to prepare written documentation, such as briefings, presentations, procedures; and to present this information effectively to diverse audiences.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.