

Position Description

Position Title	Payroll Subject Matter Expert - SuccessFactors Project
Position Number	30011767
Division	Innovation & Digital Services
Department	Loddon Mallee Shared Services (LMSS)
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 5
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
Type	Fixed Term Full Time (until 02/07/2027) This role is only open to employees of the Loddon Mallee Local Health Services Network (LMLHSN)

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

This role is open to employees of the Loddon Mallee Local Health Services Network (LMLHSN).

Reporting to the Business Change Project Manager, the Payroll Subject Matter Expert (SME) will play a pivotal role in the successful implementation of SAP SuccessFactors across 13 health services within the Loddon Mallee region. This role will serve as the primary payroll representative within the project team, ensuring that payroll operations, processes, and configurations are accurately reflected and effectively transitioned into the new system.

The Payroll SME will collaborate closely with regional payroll and HR stakeholders, the technical project stream, and external implementation partners to standardise payroll processes, pay rules, and data structures. The role will lead efforts in payroll process mapping and capability building across the region, while also supporting change management, training, and testing activities.

This position requires deep expertise in payroll operations within complex organisations, with demonstrated experience in system implementation, stakeholder engagement, and process improvement. The successful candidate will be a confident communicator and collaborator, capable of influencing decisions, supporting users, and ensuring that recruitment functionality meets operational needs and project timelines.

Responsibilities and Accountabilities

Key Responsibilities

- In collaboration with Workforce Systems and regional stakeholders (Payroll/HR/Recruitment), review, analyse and develop the design and plan to standardise payroll processes, pay rules, and data structures across all health services within SAP SuccessFactors.
- Implement the standardisation plan, working with individual health service representatives to build capability and understanding of payroll configuration and timekeeping integration.
- Act as the Payroll SME within the SuccessFactors project team, representing payroll practitioners and working closely with local and regional stakeholder groups.
- Support the Business Change Project Team to develop and implement change management activities including payroll process mapping, communication, and training.
- Participate in workshops and meetings to provide expert guidance and support on payroll-related matters.
- Assist in the development and execution of payroll-related testing activities, including system testing user acceptance testing (UAT) and data validation.
- Maintain system and process documentation for payroll configuration and internal team processes.

Key Selection Criteria

Note that applicants must be an existing employee of a Health Services in the Loddon Mallee Local Health Services Network

1. Qualifications/Experience: Significant experience in payroll operations within a large, complex organisation. Tertiary qualifications in Payroll, HR, Business, or a related field are desirable.
2. Technology skills: Strong experience in payroll systems (SAP Payroll preferred), and proficiency in Microsoft Office products and corporate applications.
3. Business Change skills: Experience in payroll process design and documentation; and ability to train and support users on payroll systems
4. Stakeholder engagement: Proven ability to work collaboratively with diverse stakeholders, influence decisions, and build effective relationships.

5. Analytic and systems thinking: Skilled in analysing payroll process and data, identifying improvements, and supporting system configuration and testing.
6. Planning and organising: Strong time management and ability to manage competing priorities and meet deadlines.
7. Communication skills: Clear and effective written and verbal communication skills, with the ability to present information 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.