

## Position Description

Position Title	Workforce Systems Support
Position Number	30028384
Division	Digital Services
Department	Architecture and Applications - Workforce Systems and Analytics Team
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 2
Classification Code	HS2 – HS21
Reports to	Manager Workforce Systems and Analytics
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>
Mandatory Requirements	<ul style="list-style-type: none"> <li>National Police Record Check</li> <li>Immunisation Requirements</li> </ul>

### Bendigo Health

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

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

### Our Vision

Excellent Care. Every Person. Every Time.

### Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

### 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 Position

Workforce Systems Support reports to the Manager, Workforce Systems and Analytics, as part of Architecture and Applications department. This role provides high level administration and customer service to support the Workforce Systems and Analytics team and region wide customers. The position is an entry level workforce systems specialist role requiring a strong understanding of a variety of workforce systems, with a priority focus on stakeholder relationships to achieve end user satisfaction.

## Responsibilities and Accountabilities

This role is responsible for coordinating a variety of tasks in relation to workforce systems, providing high level customer support to build capacity of region wide customers and delivering accurate, efficient, compliant and secure systems to support workforce management, development and resourcing.

## Key Responsibilities

- Provide the first point of contact for the Workforce Systems and Analytics team, monitoring incoming emails and phone calls to distribute to the team in a timely manner.
- Oversee day to day management of the Manage Engine system to ensure timely response times and processes are followed including coordination and monitoring of task lists, reports, templates and access.
- Undertake tasks to support the Workforce System Coordinators and Specialists in day to day operations and identified projects – focus areas include payroll and human resource information systems.
- Develop and maintain guides and instructions as directed by the Manager and System Specialists, covering internal Workforce Systems and Analytics processes and region wide customer requirements.
- Maintain key contact lists, shared team and customer documentation to ensure information is the up to date.
- Coordinate general communications and notifications to customers region wide, including system updates, releases, outages etc.
- Undertake modifications to various workforce systems as directed by System Specialists.
- Produce ad hoc reports from various workforce systems as required to help inform decisions and processes.
- Prepare activities in readiness for each pay cycle including batch folders for saving reports by regional site and updating system ad hoc report dates.
- Prepare standardised fortnightly payroll audits and reports, complete file transfers, manipulate data and distribute to regional payroll teams.
- Download fortnightly oracle reports and distribute to regional finance teams.
- Monitor and track vendor requests, working with System Specialists to ensure information is collected, summarised and communicated where appropriate.
- Liaise with internal and region wide stakeholders to collate information as required to review, problem solve and streamline processes to ensure good practice, data integrity and consistency of system operations.

- Collate and reconcile incoming invoices; problem solve and follow up irregularities and process ready for payments approval in collaboration with Manager and System Specialists.
- Provide general administrative support to the Workforce Systems and Analytics team such as maintaining supplies, liaising with organisational services such as ICT Service Desk, People and Culture, Finance etc.

## Key Selection Criteria

### Essential

1. Extensive experience in providing high level support services preferably in a public health service and/or workforce systems environment such as payroll and/or human resource information systems team.
2. Successful customer service skills with excellent communication and interpersonal skills to interact with a diverse range of stakeholders.
3. Demonstrated ability to identify process improvements and implement effective solutions, which deliver improvements to stakeholder experience.
4. Proven ability to effectively manage time and resources to meet competing priorities.
5. Established technical skills to prepare documents, present information and process data using complex workforce systems and Microsoft Office suite with particular expertise in Word, Excel and Outlook.
6. Experience in using SAP / KRONOS / Manage Engine systems.

### Desirable

7. Experience and understanding of workforce systems within a large complex and diverse service.
8. A qualification in Administration, Information Technology, Information Management or a related field.

## 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.

- 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.*