

Position Description

Position Title	Workforce Systems Specialist
Position Number	30027755
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	Administration Grade 4 or& 5 (<i>dependant on skills and experience</i>)
Classification Code	HS4 – HS33
Reports to	Manager Workforce Systems and Analytics
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	- National Police Record Check - Drivers Licence - Immunisation Requirements

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

The Workforce Systems Specialist reports to the Manager Workforce Systems and Analytics, as part of Architecture and Applications department. The role will work closely with key stakeholders across the Loddon Mallee health service network to provide specialist advice in the operational performance of workforce systems, with a priority focus on stakeholder collaboration and achievement of end user satisfaction, the role delivers a high level of responsibility to ensure the systems meet organisational and legislative requirements.

Responsibilities and Accountabilities

The role will be responsible for the delivery of accurate, efficient, compliant and secure systems to support workforce management, development and resourcing; with highest priority managing the fortnightly payroll for LMSS health services. This role can cover different portfolios to ensure shared knowledge and succession planning. The Manager will delegate portfolios as required and in line with resourcing needs.

Key Responsibilities

- Lead system configurations, integrations and integrity processes in collaboration with key stakeholders. This includes compliance with EBA and relevant industrial legislative requirements.
- Coordinate/support projects for system changes/implementations/upgrades including thorough testing procedures in non-production and production system environments to ensure optimal outcomes and end user satisfaction.
- Provide technical system support, troubleshooting, and guidance to resolve system errors.
- Liaise with vendors to ensure optimal solutions and support is provided and outcomes shared with stakeholders.
- Provide expert advice on data integrations that impact or interface with the workforce systems.
- Build strong working relationships with stakeholders to make sure customer support needs are understood and being met.
- Provide regular and clear communication notifications to stakeholders to ensure they are kept up to date with system changes.
- Develop and provide system familiarisation training to key stakeholders to build capacity and make the most of system capabilities; including recommendations on business process improvements.
- Assess, manage and provide solutions for system security and user profiles which are consistently applied within scope of user profile accountabilities.
- Oversee the end to end pay run processing for client groups
- Oversee single touch payroll / SuperStream requirements
- Manage setup, maintenance and support of standardised reporting/auditing functions
- Prepare regular cycle of complex reports for compliance/standards data (external and internal) i.e. VPS data collections such as the annual workforce comparison report, Gender Equality Commission data
- Provide high level data analytics using various system tools and working with Power BI Lead to develop reports for both internal and external use, providing insights and recommendations for process improvement and to inform decision making.

- Maintain system and process documentation for internal team processes as well as client requirements including process mapping, policies, procedures, guides, templates and forms.
- Maintain and monitor hardware/devices.
- Support the manager in the tracking of system licence numbers and make recommendations on licencing requirements.
- Mentor Workforce System Coordinators and Support staff to develop and build workforce systems and reporting expertise.
- Oversee system administration of Workforce Systems Manage Engine as key communication portal.
- Contribute to the ongoing improvement of business processes related to workforce systems.

Key Selection Criteria

Essential

1. Demonstrated experience and understanding of workforce systems within a large complex and diverse service.
2. Demonstrated technical skills using:
 - a. Human resources information systems (SAP, UKG Pro Workforce Management, Success Factors experience essential)
 - b. Microsoft Office suite products, including Outlook, Excel, Word, PowerPoint, Teams and other applications relevant to human resource information. Advanced Excel experience essential.
 - c. Database management and reporting/analytic tools (advanced excel functions essential, Power BI experience preferred)
3. Demonstrated ability to confidently and courteously work with people at all levels to build strong working relationships 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. Demonstrated 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. 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. Excellent oral and written communication skills with proven ability to prepare a range of correspondence and presentations as well as document complex processes, procedures and flowcharts.

Desirable

7. A tertiary qualification in Human Resources, Information Technology, Business or a related field is highly desirable.

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.