

Position Description

Position Title	Workforce Systems Coordinator
Position Number	30008581
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 3
Classification Code	HS3
Reports to	Manager Workforce Systems and Analytics
Management Level	Non Management
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 Coordinator reports to the Manager Workforce Systems and Analytics, as part of Architecture and Applications department. 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

The role will be 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 timely response and support to workforce systems customers including triaging service desk requests, investigating issues, providing solutions and escalating to System Specialists where applicable.
- Undertake tasks and support the process of running fortnightly payroll including preparing batch reports, completing integration processes and monitoring for any issues.
- Produce extensive reporting cycles required to support payroll audit processes and checking to improve payroll outcomes and distribute to regional payroll customers.
- Produce ad hoc reports from various workforce systems as required to support audit processes and help inform decisions and processes.
- Coordinate the setup of position-based hierarchy data across multiple systems and maintain relevant spreadsheets.
- Develop and maintain guides, instructions and matrices as directed by the Director and System Specialists, covering internal Workforce Systems and Analytics processes and region wide customer requirements.
- 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.
- Undertake modifications to various workforce systems as directed by system specialists.
- Assist with the testing of system configuration changes, upgrades and new system implementations.
- Participate in workforce system implementation projects.
- Support the Workforce Systems Specialists in undertaking projects.

Key Selection Criteria

Essential

1. Demonstrated technical skills to prepare documents, present information and process data/reports using complex workforce systems and Microsoft Office suite with particular expertise in Word, Excel and Outlook.
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. Recognised capability to work as part of a team, be collaborative and adaptable.
5. Proven ability to effectively manage time and resources to meet competing priorities.

Desirable

6. Demonstrated experience in providing high level workforce systems coordination preferably in a public health service. For example, a payroll and/or human resource information system. Experience using SAP/Kronos/Success Factors applications highly desirable.
7. Aptitude to work with a range of industrial awards/enterprise agreements, legislation and policies as they relate to workforce systems and information.

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.