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| Title | *Coordinator P&C Operations* | Position  Reports to | *Manager P&C Operations* |
| Classification | *Grade 4* | Employment Status | *Full Time Ongoing* |
| Enterprise Agreement | *Health and Allied Services, Managers and Administrative workers enterprise Agreement 2021 - 2025* | | |

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for more than 160 years. The Eye and Ear has over 90 different outpatient specialist clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 190,000 patients, with over 130,000 outpatients, nearly 44,000 emergency patients and over 14,000 inpatients.

### Vision Mission and Values

The Eye and Ear is a world leader providing exceptional care. Our vision is to inspire and advance specialist eye and ENT care. Our mission is to improve health and wellbeing outcomes through excellence in clinical care, teaching and education, research and innovation. Our values of **Integrity, Inclusive and Accessible Care, Collaboration and Excellence** are at the core of everything we do.

* **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
* **INCLUSIVE AND ACCESSIBLE CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
* **COLLABORATION** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
* **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here:

<https://eyeandear.org.au/about/publications/strategic-plan/>

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The Eye and Ear is committed to the [Child Safe Standards](https://eyeandear.org.au/patients-visitors/essential-patient-and-visitor-information/your-rights-and-responsibilities/child-safety-at-the-eye-and-ear/).

The Eye and Ear is a smoke free environment.

### Position Summary:

This position will be responsible for providing day-to-day operational and system administrative support for the E&E to ensure the connection between SAP and People Hub is timely and accurate, with a focus on customer service and continuous improvement.

The role will work closely with the Manager of P&C Operations to facilitate outsourced payroll activities as well as monitor and address any People Hub system issues.

This position will also work to maintain the system and ensure compliance with all enterprise agreements and associated salary circulars

This position will work to maximise the potential of the “People Hub” (success factors) system to deliver on employment cycle functions including recruitment, onboarding and changes to employment conditions, as well as the termination process.

The incumbent will:

* Display effective communication skills and attention to detail.
* Provide first line employment and recruitment support and SuccessFactors technical advice to managers and staff; and escalate issues to the Manager P&C Operations as appropriate
* Support the delivery and execution of the Eye and Ear Strategic Plan and developing and delivering on the Strategic Workforce Plan.

### Key Responsibilities / Performance Outcomes:

1. Work within an ethically and legally sound framework. Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct, and applicable legislation.
2. Information Technology (IT) skills that are commensurate with the requirements of the role.
3. Using People Hub to administer and verify manager submissions for recruitment and onboarding, change in conditions and termination process as well as Provide training to staff on system processes to complete these tasks.
4. Send relevant accurate Masterfile changes (new starter, employment variations, terminations) to payroll in an agreed format.
5. Consult with payroll and relevant employees and managers to reconcile under or over payments.
6. Verify accuracy, prepare, and/or distribute employee lifecycle correspondence e.g. letters of appointment, any changes to employees’ terms and conditions including, support process to document extended leave, parental leave etc.
7. Responsible for managing new employee documentation and compilation of employee files in a confidential setting and in a timely manner.
8. Assist with required technical changes and updates required to ensure that the system stays compliant with changing industrial instruments and other applicable legislation.
9. Management of problems and issues to ensure end users are adequately supported.
10. Contribute to the development and maintenance of processes and procedures.
11. Assist with Ad-hoc audits to support the payroll process / SAP interface.
12. Assist with conducting master file audits, updates and maintenance. Ensure that system templates, documentation and supporting materials are regularly updated.
13. Assist with updating and maintaining organisational hierarchy and controls within the system. Manage the P&C mailbox and is the first line of response to queries on People and Culture policies, procedures, Award/EA provisions, leave management, legislation etc. Prioritising urgent issues and escalating more complex EA interpretation other concerns to Manager P&C Operations.
14. Support the process for maintenance of SuccessFactors ongoing maintenance and upgrades.
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16. Provide information and support to the Injury Manager and day to day operations and processes between Eye and Ear and payroll services to ensure best practice and legislative compliance.
17. Collect and report on People and Culture statistics as required.
18. Identify risks to ensure legislative compliance requirements are met in accordance with employment agreements and relevant workplace relations legislation.
19. Monitor and update Credentialing data bases to ensure all non-medical staff are up to date. For example, Annual check of Nursing Registrations in the AHPRA database.
20. Ensure health, safety and well-being in the workplace at all times, be familiar with the emergency codes and procedures, and participate in annual emergency management training.
21. Take reasonable care for own safety and that of anyone else who could be affected by their actions; fully co-operate with Eye and Ear Hospital in any action it considers necessary to maintain a working environment, which is safe, and without risk to health.
22. Participate in the Eye and Ear Hospital Performance Management system including the annual performance review and development plan.

### Quality, Patient Safety and Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

* Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework to deliver safe high quality and person-centred experience and care.
* Participating in reporting and analysis of safety and quality data including risks or hazards.
* Participating in improvement activities.
* Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
* Participating in appropriate professional development activities and other quality and safety training.
* Participating in health service activities required for accreditation.
* Ensuring appropriate use of hospital resources.
* Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost-effective practice.
* Actively participate in the annual performance development cycle.
* Is compliant with the Eye and Ear Data Accountability Framework.

### Occupational Health and Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

* Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
* Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
* Participate in wellness@work initiatives.
* Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.Understand and adhere to emergency procedures.
* Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
* Participate actively in return-to-work programs if injured, and supporting injured colleagues in their return to work.

### Selection Criteria: Qualifications, Experience and Competencies

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|  | **Essential** | **Desirable** |
| **Qualifications** | Tertiary qualification in Human Resources, Business Administration, Information Systems, or a related field | SuccessFactors Certifications |
| **Experience and skills** | Strong technical skills and hands-on experience with SuccessFactors including system maintenance, troubleshooting, change and enhancements, and integrations. | Advanced computer skills in the MS office Suite – Word, Excel |
|  | In depth knowledge of SuccessFactors including, business rules, roles & permissions and systems integrations | Experience in the provision of HR services in a large and complex organisation |
|  | Knowledge and understanding of organisational structures, positions and position relationships |  |
|  | Understanding of HR & Recruitment principles, policies and processes |  |
|  | Experience working in a complex organisation or in education, training, or health care setting. | Relevant experience in the public sector Health Industry with knowledge of Health Awards/EBAs |
|  | Demonstrated experience and knowledge of payroll systems and business processes and procedures and experience of both the front end and back end of SAP, Success factors and other interrelated systems. | Digital and technological literacy, able to translate complex systems issues into terms understandable by non-technical stakeholders |
| **Competencies** | Proven ability to engage and influence at all levels. |  |
|  | Demonstrated ability to work productively as part of a high performing team and fostering good relationships with colleagues, clients, and team members |  |
|  | Clear communication, interpersonal and written skills. |  |
|  | Ability to interpret /Enterprise Agreements, policies, and legislation. |  |
|  | Customer Service focus. |  |
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### Reporting Lines

**Position Reports to –** Manager People and Culture Operations

### Key Working Relationships

(Internal) Executive Directors, Managers, all staff,

**External** Melbourne Health Payroll, Service providers (such as SEEK, Centrelink, Tambla, Fit2Work),

*All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.*

### Author of Position Description:

Name: Heather Dawson

Date: June 2025

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

**Agreement**

I have read, understood and agree to comply with the position description.

Name:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_