

**Position Description**

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| **Title** | Senior Manager Human Resources | **Position Reports to** | Executive Director People and Culture |
| **Classification** | HS6 | **Employment Status** | FT 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 160 years. The Eye and Ear has over 60 different 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 250,000 patients, with over 200,000 outpatients, nearly 40,000 emergency patients and over 14,000 inpatients.

# Vision, Mission and Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world’s leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** 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
* **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
* **TEAMWORK** 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

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. The Eye and Ear is a smoke free environment.

# Position Summary:

Senior People and Culture generalist role with employee relations expertise and business partnering focus.

This role is the Deputy position to the Executive Director People and Culture and acts in the role when required.

# Key Responsibilities / Performance Outcomes:

**Business Partnering**

* The incumbent will be the Eye and Ear’s senior business partner and will support and advise managers on employee relations, case management, attendance and performance management, complaint management, remuneration and classification, and workplace change.
* Provide strategic advice and support to the P and C team and the business on complex array of case management matters, industrial instruments and legislative change.
* Provide policy advice & interpretation, including interpretation of Enterprise Agreements and employment contracts to Executives and Managers.
* Develop manager tools, coach and advise leaders and facilitate skills transfer to improve their skills and confidence in people management.
* Provide leadership for Change consultation processes in line with Enterprise Agreement terms and legislation.

**Workplace Relations**

* The role will supervise the Workplace Relations Lead.
* Act as the escalation point for complex employee relations related issues.
* Oversee and/or manage sensitive investigations including performance and conduct management.
* Lead the project management for implementation of 7 Enterprise Agreement terms and conditions including ensuring payroll, HRIS and rostering compliance, and manager training/briefings.
* Provide accurate and updated wage rates to the Payroll team and work with Finance on the remuneration impacts of new agreements.

**General senior HR functions**

* Participate as a key member of the People and Culture leadership team.
* Work collaboratively across and support the People and Culture team, including the occupational health and safety, organisational development and People Operations functions.
* Deliver and execute components of the People Strategy and work plans
* Develop and implement P&C policies
* Contribute to written reports such as Board reports
* Apply commercial literacy - understand the business of leader customers and provide advice which furthers business objectives
* Actively listen to feedback from customers to continuously improve HR products and services
* Use data to monitor KPI performance in human resource activity and use this evidence to initiate improvements
* Collaborate with Parkville Precinct stakeholders for shared services opportunities and efficiencies
* Respond to HR requirements of the Eye and Ear from the Department of Health and other statutory bodies
* Act as custodian for fair and equitable classification and remuneration management and practices
* Ensure there is an effective and collaborative interface between HR and Payroll Services (RMH shared service) for oversight and governance of employment related practices and processes
* Identify risks and develop systems to ensure legislative compliance requirements are met in accordance with employment agreements and relevant workplace relations legislation. This includes ensuring the organisation maintains a best practice approach and monitors progress towards reducing and eliminating bullying, harassment and discrimination.
* Perform Executive Director People and Culture role during leave/absences.

**Other**

* Comply with all organisational requirements and deadlines for regular business activities such as audits, business plan reporting, risk plans, BCP plans, HR policy updates, budget preparation and maintenance, Board and CEO reporting
* 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.
* Participate in the Eye and Ear Hospital Performance Management system including the annual performance review and development plan
* Perform other duties and respond to other priorities and projects as required.

# 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. Leaders 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.
* Lead and 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**

**Essential Criteria**

* Relevant qualification in HR/IR/management or similar; or demonstrated equivalent experience.
* Extensive experience as a senior HR Manager/Business Partner in a medium to large organisation
* Strong employee relations knowledge and experience including high level ability to interpret Enterprise Agreements, policies and legislation and resolve conduct issues.

**Desirable**

* Experience in health care
* Experience in HRIS
* Ability to initiate and manage change

**Competencies**

* Resilient, with ability to work to tight deadlines in a dynamic, fast moving environment.
* Strong interpersonal & relationship building skills.
* Ability to command respect of clients through responsive service and expertise.
* Highly developed communication and presentation skills.
* Highly customer focused to ensure that HR solutions are responsive, contemporary, non-bureaucratic and user-friendly for managers
* Information Technology (IT) skills that are commensurate with the requirements of the role. eg HRIS (such as SAP Success Factors) Payroll, Microsoft office

# Key Working Relationships

(Internal) Executive Directors, Managers, all staff, Medical Workforce Unit, Finance,

**External** Melbourne Health Payroll, Service providers, Industrial Organisations

*All staff are required to have a satisfactory National Criminal Record.*

# Author of Position Description:

Name: Danielle Byrnes

Date: August 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: / /