

## POSITION DESCRIPTION

<b>Position Title:</b>	Operations Officer
<b>Business Unit/Department:</b>	Operations & Workforce Systems
<b>Division:</b>	People, Culture & Communications
<b>Award/Agreement:</b>	Victorian Public Health & Allied Services (Managers & Administrative Workers) Enterprise Agreement
<b>Classification:</b>	Grade 2 (HS2)
<b>Reports To:</b>	Operations Coordinator
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	November 2021

<b>Position Purpose</b>
<p>The Operations Officer handles employee enquiries and ensures the accurate administration/entering of data onto the HR Payroll Information System master file. The position works pro-actively with the People and Culture and Recruitment teams to ensure all high priority employment related processes are completed within the "pay run" cycle.</p> <p>The Operations Officer is responsible for developing effective working relationships with employees, colleagues, benefit providers, payroll services and providing an effective and customer-focused service.</p>
<b>Business Unit Overview</b>
<p>People &amp; Culture provide advice and employment related services across Western Health. Operational People and Culture management within Western Health is primarily the responsibility of line management and the role of People and Culture function is to support them to effectively perform this role.</p> <p>The People and Culture function comprises the main functional areas of People and Culture, Employee Relations, Recruitment Services and Workforce Planning and Development. Regardless of specialism, the teams aim to work in an integrated way to support a high standard of People and Culture management practice within Western Health that aligns with the organisation's core values.</p>
<b>Key Responsibilities</b>
<ul style="list-style-type: none"> <li>• Enter data and review information on the SAP employee master file system for Working with Children Checks, professional registration expiry, contract and visa cessations and provide monthly reports for management on such data</li> <li>• Perform a customer service role ensuring consistent, appropriate and timely advice is provided</li> <li>• Provide clear and concise communication with employees and the public in the process of performing duties</li> </ul>

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- Support SAP Organisational Management through Organisational and Position Structure updates
- Support the creation and updating of Operations processes
- Take a problem-solving approach to conflict situations and recognise the need to escalate situations to the manager/supervisor for attention as appropriate
- Ensure commitment to equity and diversity, occupational health and safety (OH&S), risk management and ethical practices
- Promote and enhance the customer service ethic within the team and continually work to implement and improve strategies to deal with enquiries and issues more effectively
- Seek assistance from superiors or specialist when decisions are required beyond the nature of your duties
- Exchange and share information from participation in seminars and conferences with colleagues via in-services, presentations, education forums, team meetings, etc.
- Liaise with wider People and Culture, Recruitment and OH&S teams and Payroll Services to ensure areas of crossover are effectively dealt with
- Provide support to employees and colleagues to ensure that the business unit operates efficiently and effectively
- Maintain up to date knowledge of policies and procedures as they relate
- Participate and contribute to improvement of policies, procedures and protocols and identify areas of improvement in practice
- Ensure relevant systems and databases used in the course of your duties are efficiently and accurately maintained in accordance with organisational guidelines and policy and procedure
- Administer and process changes to the employee masterfile (SAP) including staff establishment, change of leave details, employment variations and deductions in a timely and accurate manner, ensuring pay run deadlines are met
- Provide advice to managers and employees on employee entitlements
- Participate in audits relating to the employee masterfile as required
- Authorise terminations on employee masterfile and provide the information to the Pay Office for payment
- Assist with the production of reports, including ad hoc reports, to line managers and other People and Culture employees as necessary, including review listings and other increments
- Produce "overpayment" letters if errors occur within basic changes
- Provide final calculations and letters on VDPs, TSPs and NSPs and salary maintenance calculations and reconciliations as requested
- Produce certificates of service as required
- In conjunction with the Senior Operations Officer, provide support materials and information regarding PS and payroll system requirements to line managers that assist them in understanding how to provide the required information
- Ensure all operational tasks and administrative and clerical processes are performed accurately and efficiently
- Follow record management guidelines and ensure the ability to efficiently track the flow of correspondence within and external to the business unit
- Undertake User Acceptance Testing (UAT) for system changes as required
- Perform other duties as required

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

### Key Working Relationships

#### Internal:

- Director, People and Culture Operations and Workforce Systems
- Operations Coordinator
- All levels of management and employees
- Payroll Services (shared service)
- People and Culture Team
- Business Partnerships Team

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<b>External:</b> <ul style="list-style-type: none"> <li>• Payroll Shared Service</li> <li>• Financial Service Providers</li> <li>• Superannuation Providers</li> </ul>
<b>Selection Criteria</b>
<b>Essential:</b> <ul style="list-style-type: none"> <li>• SAP HR Payroll Information System knowledge including reporting</li> <li>• Excellent communication and interpersonal skills</li> <li>• Customer focused and able to develop effective relationships with employees</li> <li>• Ability to contribute effectively as a participative and supportive team member</li> <li>• Demonstrated initiative and self-direction</li> <li>• Understanding of business principles, continuous improvement and key organisational performance indicators</li> <li>• Proficient in the use of MS Office suite</li> <li>• Demonstrated customer service focus</li> <li>• High level computing / data entry skills</li> <li>• Ability to demonstrate a high level of accuracy and attention to detail</li> <li>• Ability to meet deadlines</li> <li>• A working knowledge of relevant Industrial Awards, Regulations, Acts and local agreements</li> <li>• Flexibility and adaptability to undertake duties as required</li> <li>• Team based approach</li> <li>• Excellent communication skills that enables professional relationship development across a broad range of people</li> <li>• Interpersonal qualities that enable operation within a changing and demanding environment</li> </ul> <b>Desirable:</b> <ul style="list-style-type: none"> <li>• Health sector experience and knowledge of Awards and Agreements</li> <li>• Large/complex organisation experience</li> <li>• Working knowledge of the E-recruit system</li> <li>• Previous human resources / employment administration/payroll experience</li> </ul>
<b>Additional Requirements</b>
<p>All employees are required to:</p> <ul style="list-style-type: none"> <li>• Obtain a police/criminal history check prior to employment</li> <li>• Obtain a working with children check prior to employment</li> <li>• Obtain an Immunisation Health Clearance prior to employment</li> <li>• Report to management any criminal charges or convictions you receive during the course of your employment</li> <li>• Comply with relevant Western Health clinical and administrative policies and guidelines.</li> <li>• Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures</li> <li>• Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health</li> <li>• Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health</li> <li>• Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information</li> <li>• Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines</li> </ul>

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## General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- 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. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name:			
Employee's Signature:		Date:	

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