

POSITION DESCRIPTION

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| Position Title: | Operations Officer |
| Business Unit/Department: | Operations & Workforce Systems |
| Division: | People, Culture & Communications |
| Award/Agreement: | Victorian Public Health & Allied Services (Managers & Administrative Workers) Enterprise Agreement |
| Classification: | Grade 2 |
| Reports To: | Operations Team Leader |
| Direct Reports: | N/A |
| Date Prepared/Updated: | March 2026 |

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| <p>Position Purpose</p> <p>The Operations Officer is responsible for the accurate and timely administration of employee data and employment changes within workforce systems, ensuring alignment with payroll cycles and organisational requirements. The role provides responsive, customer-focused support to employees and managers, while working collaboratively across teams to maintain data integrity, support workforce processes and contribute to continuous improvement initiatives.</p> |
| <p>Business Unit Overview</p> <p>People & 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> |
| <p>Key Responsibilities</p> <ul style="list-style-type: none"> • Deliver a high standard of customer service by providing consistent, accurate and timely advice, and communicating clearly and professionally with employees and other relevant stakeholder • Support SAP SuccessFactors Organisational Management through Organisational and Position Structure update • Participate and collaborate to create and update processes • Enter data and review information on the SAP SuccessFactors for Working with Children Checks, professional registration expiry, contract and visa cessations and provide monthly reports for management on such data • Administer and process changes to the employee masterfile (SAP SuccessFactors) including staff establishment, change of leave details, employment variations and deductions in a timely and accurate manner, ensuring pay run deadlines are met |

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- Provide advice to managers and employees on employee entitlements
- Participate in audits relating to the employee masterfile as required
- Support 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
- In conjunction with the Team Leader and the greater team, provide support materials and information regarding 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
- 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
- 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 Team Leader
- All levels of management and employees
- Payroll Services (shared service)
- People and Culture Team
- Employee Relations & Business Partnering & Injury Management Team

External:

- Payroll Shared Service
- Financial Service Providers
- Superannuation Providers

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Selection Criteria

Essential:

- High level computing / data entry skills
- Ability to demonstrate a high level of accuracy and attention to detail
- Excellent communication skills that enables professional relationship development across a broad range of people
- Ability to meet deadlines
- Customer focused and able to develop effective relationships with employees
- Ability to contribute effectively as a participative and supportive team member
- Demonstrated initiative and self-direction
- Understanding of business principles, continuous improvement and key organisational performance indicators
- Proficient in the use of MS Office suite
- Flexibility and adaptability to undertake duties as required
- Team based approach
- Ability to respond to changing environment

Highly Desirable:

- SAP Success Factors knowledge and/or experience

Desirable:

- Health sector experience and knowledge of Awards and Agreements
- Large/complex organisation experience
- Previous human resources/employment administration/payroll experience

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- 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
- 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
- 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
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

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

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- 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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