

POSITION DESCRIPTION

Position Title:	Recruitment Officer
Business Unit/Department:	People and Culture Operations and Workforce Systems
Division:	People, Culture and Communications
Award/Agreement:	Health And Allied Services, Managers And Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	HS2, HS18-HS21
Reports To:	Recruitment Team Leader
Direct Reports:	N/A
Date Prepared/Updated:	June 2024

Position Purpose

The Recruitment Officer undertakes the role of administrative support to the Director, People and Culture Operations and Workforce Systems and the Recruitment Advisors

The Recruitment Officer provides quality customer service and administration to meet the needs of the customer base which includes management and employees of Western Health, wider People and Culture team and individuals external to the organisation while maintaining effective working relationships with customers, colleagues and benefit providers and providing an effective and customer-focused service.

Business Unit Overview

People and 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.

The People and Culture function comprises the main functional areas of People and Culture, Employee Relations 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.

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Key Responsibilities

- In conjunction with Recruitment Advisors, ensure that successful candidates have the required Australian work rights, qualifications and credentials for the role
- Ensure that all new employees obtain a Working With Children Check where required and undergo a Police Record Check (PRC) prior to commencement
- Maintain quality customer service by undertaking duties in a courteous and approachable manner
- Take a problem-solving approach to conflict situations and recognise the need to escalate situations to the manager/supervisor for attention as appropriate
- Contribute to the implementation of the Division's workforce plan including appropriate strategies to attract, recruit, develop and retain quality employees
- 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
- Ensure a professional manner to all employees, patients and the public at all times by providing clear and concise communication with all parties and participate in activities to improve or develop relationships with internal or external stakeholders
- Exchange and share information from participation in seminars and conferences with colleagues via in-services, presentations, education forums, team meetings, etc.
- Contribute to creating and maintaining a work climate which is conducive to positive morale, employee growth, development and retention.
- Liaise with wider People and Culture, Recruitment and OH&S teams to ensure areas of crossover are effectively dealt with
- Assist and support the development and delivery of recruitment related training modules
- Assist with the up-to-date delivery of the online learning modules owned by the Recruitment Services team, including but not limited to Orientation
- Participate and contribute to improvement of policies, procedures and protocols and identify areas of improvement in practice
- Maintain up to date knowledge of policies, procedures, awards and agreements and employment related laws as they relate to recruitment
- Undertake responsibilities of the Recruitment Advisor as directed, for example during leave replacement
- Provide administrative support to the Recruitment Advisor and Director, People and Culture Operations and Workforce Systems to ensure that the business unit operates efficiently and effectively
- Assist with the production of accurate Letter of Offers in a timely manner under the guidance and supervision of the Recruitment Advisor
- Collate and format advertisements for inclusion in both web and other recruitment media
- Assist in the costing and development of advertisements as appropriate and ensure advertising accounts / invoicing is correct, following up where necessary
- Manage and follow up on recruitment on-boarding and cross boarding documentation including ensuring that a Working with Children Check has been obtained for departments where this is relevant
- Complete spreadsheets and databases to ensure data capture for reporting purposes, including maintaining the Police Record Check database
- Provide monthly reports from SAP masterfile required by the organisation and other ad hoc reports to People and Culture team as required
- Assist to coordinate and facilitate any training that is facilitated by the recruitment function
- Provide backup support to the front reception team 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.

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Key Working Relationships

Internal:

- Director, People and Culture Operations and Workforce Systems
- Recruitment Team Leader
- Recruitment Services Team
- Operations Team
- People and Culture Team
- People and Culture Consultants
- Workforce Systems Team
- All levels of management and employees, particularly within designated portfolio

External:

- Western Health Candidates

Selection Criteria

Essential

- Excellent communication, interpersonal and presentation skills
- Excellent attention to detail
- Customer focused and able to develop effective relationships with customers
- Ability to manage conflicting priorities
- Ability to contribute effectively as a participative and supportive team member
- Demonstrated initiative and self-direction
- Proficient in the use of MS Office suite Demonstrated time management, organisation and prioritising skills with ability to meet deadlines
- Ability to work in a changing environment

Desirable

- Relevant TAFE or university qualifications in Human Resources or equivalent
- Two years' experience of delivering generalist HR service including generation of contract, employee lifecycle processing, use of HR database, advising line managers Health sector experience and knowledge of Awards and Agreements
- Large / complex organisation experience
- SAP knowledge, including reporting
- Working knowledge of the SuccessFactors system

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Additional Requirements

All employees are required to:

- Obtain a police / criminal history 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
- 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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