Position Description

At REDHS, our vision is to be a trusted leader in our local rural health care. **Growing Together – Our People, Our Culture, Our Future.** reflects our commitment to achieving this by fostering a workplace where people feel valued, respected and connected.

As a trusted service provider, our actions shape our culture and influence the experience of those we serve. This Position Description outlines the responsibilities and expectations of the role and its contribution to our mission and strategic objectives. At REDHS, how we achieve outcomes is as important as the outcomes themselves. All employees are required to comply with the REDHS values and demonstrate them consistently in their daily work to support our people, strengthen our culture and positively impact our community.

Position Title	People and Culture Administrator
Position ID	78456
Department	People and Culture
Award	Victorian Public Health Sector (Health & Allied Services, Managers & Administrative Workers) (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025 – 2027
Classification	HS3
Employment Type	Permanent, Full Time
Reports To	People & Culture Business Partner
Direct Reports	Nil
Date Document Approved	October 2026
Approved by	People & Culture Business Partner
Purpose of Position	
The People and Culture Administrator provides high-quality administrative support to the People and Culture team to ensure efficient and effective delivery of human resource services across the organisation. The role supports workforce administration processes including recruitment, onboarding, employee records management, compliance monitoring, reporting and system administration. The position also supports Return to Work coordination, credentialing, workforce education administration and contributes to continuous improvement of People and Culture processes.	

Key Accountabilities & Performance Indicators (Focus on 6–8 high-impact areas)

Key Accountabilities (Strategic Focus)	Performance Indicators (Measures of Success)
Human Resource Administration and Employee Lifecycle Support	• Provides administrative support for recruitment, onboarding, employment variations and separations. • Prepares employment contracts, letters of variation and HR correspondence. • Coordinates recruitment approvals, advertising, interviews, selection documentation and pre-employment requirements. • Coordinates onboarding, employee commencements, system set-up and employment documentation. • Processes separation documentation and coordinates exit interviews and employee record updates. • Administers probation management, performance reviews and the REDHY High5 performance program.

	• Coordinates Board Director onboarding, e-credentialling and associated employment documentation. • Supports international recruitment administration, including visa documentation and employment eligibility requirements.
Workforce Records, Compliance and Reporting	• Maintains accurate, secure and confidential electronic and hard-copy personnel records. • Monitors workforce compliance requirements, including Police Checks, WWCC, NDIS Screening Checks, professional registrations and visa expiry dates. • Conducts routine audits of HR databases, compliance registers and personnel records. • Ensures documentation supports compliance with legislation, Enterprise Agreements, organisational policies and audit requirements. • Administers WWC Connect requirements including applicable worker connections, recordkeeping and compliance monitoring. • Coordinates WWC Connect administration for relevant employees, volunteers and agency workers, including required information, connections and follow-up of outstanding requirements. • Prepares workforce compliance reports and provides updates to the People & Culture Business Partner and relevant managers. • Coordinates projects to improve the organisation, accessibility, security and management of hard-copy personnel records. • Audits physical personnel files to identify missing documentation, inconsistencies and filing requirements.
HR Systems Administration and Data Integrity	• Maintains accurate workforce data in SAP, HRIS and related administrative platforms. • Implements and maintains HR task monitoring systems and administrative tracking tools. • Ensures data integrity across workforce systems, processes and reporting. • Supports HR and payroll system processes, troubleshooting and user assistance. • Coordinates and supports the implementation of changes to HR systems, platforms and administrative processes across the entire People & Culture team. • Assists with system testing, data validation, implementation activities and resolution of administrative issues. • Develops and maintains user guidance, process documentation, templates and procedures to support system changes. • Identifies opportunities to improve HR systems, reporting, workflows and administrative efficiency.
Return to Work, WorkCover and Training Administration	• Supports Return to Work coordination in collaboration with the People & Culture Business Partner. • Maintains WorkCover documentation and coordinates claims with injured workers, managers and insurers. • Tracks claim milestones, certificates, appointments and Return to Work plans. • Administers learning management systems, workforce training records and student placements. • Supports traineeship administration and workforce education reporting.

	• Monitors mandatory training completion and maintains evidence of compliance with relevant organisational and legislative requirements. • Supports changes to training platforms, learning systems and associated administrative processes. • Prepares training and education reports and follows up outstanding documentation.
Payroll Administration and Employment Transaction Support	• Provides administrative support for payroll, leave and employment transactions in collaboration with the P&C Coordinator. • Maintains accurate employee information required for payroll processing. • Processes and records approved employment variations, commencements and separations. • Checks supporting documentation for completeness and appropriate authorisation. • Identifies discrepancies in employee data and follows up outstanding information with relevant stakeholders. • Maintains records of employment transactions and supporting documentation. • Responds to routine payroll-related administrative enquiries and refers complex matters appropriately. • Supports improvements to employment transaction processes and data accuracy.
Actively demonstrates and embeds the REDHS values in all actions, decisions and interactions, contributing to a safe, respectful, inclusive and high-performing culture aligned to **Growing Together: Our People, Our Services and Our Future.**	• Consistently demonstrates behaviours aligned to REDHS values in daily practice. • Treats consumers, colleagues and community members with respect, fairness and professionalism. • Takes personal accountability for actions, follows through on commitments and raises concerns appropriately. • Contributes positively to team culture and psychological safety. • Participates in engagement, learning and improvement activities that strengthen service quality and sustainability. • Uses organisational resources responsibly and supports environmentally and financially sustainable practices.

Key Relationships

Internal Relationships
Executive and Senior Leaders – Provide administrative support for workforce compliance, HR system use and employee lifecycle processes. **Managers and Team Leaders –** Assist with implementation of HR policies, employee records, payroll, rostering and compliance documentation. **Payroll and Finance Team –** Collaborate to ensure accurate processing of payroll-related documentation and support WorkCover/claims administration. **Information Technology (IT) and System Support Teams (e.g. LMSS) –** Liaise regarding HR system access, troubleshooting, upgrades and enhancements. **All Employees** – Provide administrative support and guidance on HR processes, workforce documentation, and general HR enquiries.
External Relationships (Community, Industry etc)
Bendigo Health – collaborate regarding HR administrative support, shared workforce processes and system administration where applicable. **Loddon Mallee Health Network –** Support regional workforce initiatives, projects and collaborative programs through administrative coordination. **Human Resource System Providers (e.g. SAP, Kronos, SuccessFactors vendors)** Liaise regarding system functionality, issue resolution, upgrades and improvements.

External Payroll and Workforce System Support Providers – Collaborate to resolve technical system issues and maintain effective system performance. **Government and Regulatory Bodies** - Ensure administrative support aligns with relevant employment legislation, standards and reporting requirements. **External Auditors or Compliance Bodies -** Provide HR documentation and reports to support compliance reviews and audits as required.

Key Selection Criteria & Capabilities

Key Selection Criteria
Qualifications
• Qualifications and/or demonstrated experience in human resources and/or administration.
Essential Registrations
• No Registrations required for this role
Technical and Professional Capabilities
• Demonstrated experience in administrative support for HR, payroll, compliance or workforce functions. • Experience maintaining HR records, databases, and documentation to audit and compliance standards. • Understanding of Enterprise Agreements, Fair Work compliance and workforce obligations. • Ability to extract, analyse and report HR or workforce data to support operational and compliance outcomes. • Competence in HR system administration, time and attendance systems, and payroll-related processes.
Personal & Leadership Capabilities
• Excellent interpersonal skills with the ability to build strong working relationships internally and externally. • Highly developed written and verbal communication skills to convey complex information clearly and professionally. • Strong analytical, judgement and problem-solving skills. • Excellent organisational and time management skills with the ability to manage competing priorities. • High level of attention to detail, accuracy and quality in work outputs. • Demonstrated professionalism, integrity and confidentiality in managing sensitive employee information. • Ability to work both independently and collaboratively within a multidisciplinary team. • Willingness to support and assist colleagues, including sharing knowledge and contributing to team improvement initiatives.

Growing Together – Our People. Our Culture, Our Future.

REDHS Values and Behaviours	
Our culture is shaped by the values and behaviours we demonstrate every day, and our commitment extends beyond our organisation into the community we serve. Employees are required to comply with the REDHS Values, as the way we behave in the workplace and the manner in which we undertake our roles is just as important as how we perform the tasks associated with them. We expect all employees to embrace the REDHS Values and demonstrate them consistently in their daily work, contributing positively to our people, strengthening our culture, and supporting our community.	
R	**Reliability** We are trustworthy and consistent in everything we do, ensuring safe, high-quality care for our patients, residents, and the community at all times.
E	**Engagement** We work collaboratively with colleagues, patients, and our community to address challenges, create opportunities, and bring about positive change in rural health and wellbeing.

D	**Diversity** We respect and embrace the unique needs, experiences, and perspectives of every individual, ensuring culturally safe and inclusive care for all.
H	**Hospitality** We welcome and treat everyone with warmth, empathy, and generosity, creating a positive and compassionate experience for patients, families, colleagues, and visitors.
S	**Sustainability** We deliver care responsibly today while making decisions and using resources that safeguard the health, wellbeing, and future of generations to come.

Employment Obligations

Employment Principles
REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure: • Employment decisions are based on merit and employees are treated fairly and reasonably • Employees have a reasonable avenue of redress against unfair or unreasonable treatment • Equal employment opportunity is provided • Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006
Professional Conduct and Organisational Compliance
Employees of REDHS must perform the inherent requirements of their role to a professional standard and comply with all REDHS policies, procedures, Codes of Conduct, values and lawful directions, as well as applicable legislation, industrial instruments and accreditation standards. All staff must demonstrate the REDHS Values, maintain confidentiality, access information only as required for legitimate work purposes, participate in the Performance Review and Development program, complete mandatory training and engage in relevant professional development.
Personal Centred Care
All staff are required to support the REDHS “This is Me” philosophy by treating all individuals with dignity and respect, supporting informed decision-making and providing care and service that recognises individual needs and rights.
Work Health Safety & Risk
All employees must take reasonable care for their own health and safety and that of others, follow safe work practices, use personal protective equipment as required, report hazards, incidents and risks in accordance with REDHS systems, participate in emergency preparedness activities and contribute to organisational risk management and continuous quality improvement.
Clinical Practise Requirements (Clinical roles)
Employees in clinical roles must maintain current registration and/or licensing, practise within their approved scope, complete required competencies, deliver safe person-centred care aligned with NSQHS and professional standards, and participate in clinical risk management and multidisciplinary collaboration.
Employment Conditions
Appointment and ongoing employment are subject to satisfactory pre-employment checks including Police Records Check, Working With Children Check (where applicable), NDIS Worker Screening Check for identified risk-assessed roles, and staff immunisation clearance in accordance with REDHS policy, as well as disclosure of any pre-existing condition that may affect the inherent requirements of the role.

Additional Requirements

Position Review
• This Position Description may be reviewed and amended at any time, with approval from the relevant Director and in consultation with the employee.

- Appointment is subject to satisfactory Staff Immunisation clearance and required pre-employment checks, including a Police Records Check, Working With Children Check and, where applicable, an NDIS Worker Screening Check.
- This document outlines the general duties and responsibilities of the role and is not exhaustive.
- An initial performance review will occur within three months of commencement and annually thereafter. These discussions provide an opportunity to review responsibilities, clarify expectations and set objectives for the year ahead.

Acceptance of the Position

This Position Description:

- Is to be read in conjunction with the employee's Contract of Employment, applicable Enterprise Agreement, and REDHS policies, procedures and Codes of Conduct.
- May be amended from time to time in consultation with the employee.
- Reflects the general duties and responsibilities of the role and is not intended to be exhaustive.

By signing below, the employee acknowledges that they have read, understood and agree to comply with the requirements and responsibilities outlined in this Position Description and associated employment documentation.

Name	
Date	
Signature	