

# Position Description

<b>Position Title:</b>	HRIS Systems Lead
<b>Reports to:</b>	Director of Workforce & Organisational Development
<b>Department:</b>	Workforce & Organisational Development
<b>Directorate:</b>	People, Development & Safety
<b>Cost centre:</b>	R1960
<b>Code &amp; classification:</b>	Grade 5 (HS5; HS30 – HS33)
<b>Employment conditions:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

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**GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds**

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

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## POSITION SUMMARY

The HRIS Systems Lead reports directly to the Director Workforce & Organisational Development, within the People, Development & Safety (PD&S) Directorate. The People, Development & Safety Directorate provides a range of operational human resources services and support to GV Health and its associates, including the Hume Rural Health Alliance. The People, Development & Safety directorate consists of Health, Safety & Wellbeing, Employment Services, Employee Relations, Organisational Development and Talent Acquisition.

The HRIS Systems Lead manages the end-to-end administration of GV Health's HRIS system (SAP SuccessFactors) from configuration and enhancement to troubleshooting and continuous improvement. The position is instrumental in maintaining all aspects of SAP SuccessFactors system administration, workforce data and reporting as well as ensuring system releases and upgrades are managed to meet GV Health's requirements.

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## RESPONSIBILITIES AND DUTIES

**The following duties are inclusive of but not limited to**

- Manage all aspects of HRIS governance including organisational establishment, structures and hierarchy as well as job and position management;
- End-to-end HRIS system administration including preparing, testing and implementing annual software releases (bi-annual) in partnership with external suppliers and internal stakeholders including IT, Finance, payroll and PD&S broadly;
- Effective and timely management of technical system issues, with external and internal stakeholders;
- Provide technical leadership and direction to stakeholders to effectively manage operational issues to ensure continuous effective service delivery and performance;

- Work in partnership with the Employee Relations, Employment Services, Finance and Payroll Teams on EBA implementations and associated operational changes and data integrity arising from enterprise agreements, ensuring SAP and other related procedures are updated and aligned;
- Manage and oversee HRIS Data management and uploads in relation to EBA Implementations including salary increments;
- Creation and enhancement of workforce reporting relating to EBA Implementations, workforce planning and other requirements as needed;
- Ensure a framework of up to date and accurate procedures, processes and end-user resources and system guides to support self-led management of people processes by managers and employees alike;
- Provide expert advice on systems and processes for managing the end to end employment life cycle, manage systems and influence relationships with vendors to achieve operational objectives and KPIs;
- Maintain the internal triage system to effective customer services and resolutions;
- Analyse, recommend and implement system, workflow and process changes working with internal stakeholders as appropriate;
- Work closely with the Management Accounting Team (Finance) to ensure organisational establishment within SAP SuccessFactors reflects actual budgeted positions and associated FTE (full time equivalent)
- Develop business and software requirements specifications for HR system projects, ensuring traceability of requirements throughout the project lifecycle;
- Prepare technical documentation and other relevant project documentation according to the governance standards using a broad range of engagement techniques including, data and systems analysis, requirements workshops, process descriptions, use cases, scenarios, business analysis, task and workflow analysis, and/or viewpoints, with simple, clear, unambiguous and concise language;
- Prepare and deliver quality and meaningful process and change documentation, training materials and other related documentation;
- Work alongside relevant internal stakeholders to maintain and produce workforce data and reports as required
- Provide regular, timely and accurate reporting to the People, Development & Safety leadership team regarding people metrics as required
- Proactively identify opportunities for continuous improvement for the management of employee information, HR and Payroll Process, reporting and system utilisation
- Oversee the triage process for all system related queries and issues escalating to the vendor system support, Application Managed Services (AMS) where necessary in line with the agreed service support pack

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## KEY SELECTION CRITERIA

### Formal Qualification(s) and Required Registration(s):

- Tertiary qualification in Human Resources, Business Administration, Information Systems, or related field or demonstrated experience in the field

### Essential:

- Strong technical skills and hands-on experience with HRIS (SuccessFactors or other) including system maintenance, troubleshooting, change and enhancements, workforce data management and integrations
- Demonstrated in-depth knowledge of HRIS, business processes and procedures, and experience of both the front and back end of SAP Success Factors and other HR systems
- Demonstrated experience in managing vendor relationships and performance
- Demonstrated ability in successfully implementing quality improvement initiatives, managing projects and leading change within a complex environment including knowledge and understanding of organisational structures, positions and position relationships

- Highly organised with the ability to manage multiple priorities simultaneously in a fast-paced environment, and is comfortable with changing priorities
- Critical thinker, detail-oriented with strong problem-solving and analytical abilities to address problems and drive efficiencies
- Digital & technological literacy, able to translate complex system issues into terms understandable by non-technical stakeholders
- Highly developed communication, organisational and problem-solving skills, including a proven ability to meet deadlines
- Strong relationship and network building skills, with the ability to consult, negotiate and influence
- Experience or demonstrated interest in workforce analytics and metrics
- Advanced proficiency in MS Excel, including VLOOKUPS, Pivot Tables and Formulas

**Desirable:**

- Experience in the provision of HR services in a large and complex environment – Preferably Health
- Knowledge and understanding of awards, EBA's and legislation in the context of managing and maintaining an HRIS

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## **KEY PERFORMANCE INDICATORS**

**Your performance will be measured through your successful:**

- Support of EBA implementation processes within SAP SuccessFactors ensuring relevant testing is managed
- Enhancing of the overall user experience and system knowledge through training guides and workshops
- Overseeing of System releases making recommendations and managing pre and post-launch testing
- Management of Systems Reporting including people metrics and compliance reports
- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity

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## **AT GV HEALTH ALL STAFF ARE REQUIRED TO**

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;

- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

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#### **ACCEPTANCE:**

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

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<b>Directorate</b>	<b>People, Development &amp; Safety</b>
<b>Reviewed by:</b>	Manager Workforce & Organisational Development
<b>Issue Date:</b>	June 2025

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## ABOUT US

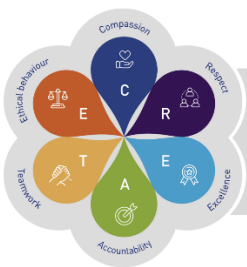
Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

## OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

## OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



COMPASSION  
RESPECT

EXCELLENCE  
ACCOUNTABILITY

TEAMWORK  
ETHICAL BEHAVIOUR

GV Health Vision and Values: [Values and Vision - GV Health](#)

## OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

## FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)