



POSITION DESCRIPTION

Position Title:	Head of People Operations & Remuneration Equity.
Award Classification:	HS6
Award / Agreement Name:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025.
Position Reports to:	Director Remuneration

EASTERN HEALTH

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs.



Position Purpose:

The Head of People Operations & Remuneration Equity will establish and lead a centralized Human Resources Operations Hub. This includes overseeing the delivery of an efficient, high-quality operation that fosters excellence and compliance. Partnering with senior leadership, this position will drive initiatives that streamline Human Resources Operations, enhance data integrity, and support the achievement of Eastern Health's strategic priorities.

In addition, the role is responsible for providing strategic leadership in the design, implementation, and governance of Eastern Health's remuneration framework, ensuring gender equity, competitiveness, and alignment with organizational objectives and legislative requirements. This will also include reporting and governance across all these facets.

This role will head the development and continuous improvement of People Operations & Remuneration Equity including strategies and policies that support attraction, retention, and reward of talent across all levels of the organization.

The ideal candidate will demonstrate robust analytical, governance, and leadership skills, with proven experience in remuneration framework management and proven experience in the establishment and operation of a Human Resource Service Hub within a large, complex, multi-disciplinary environment. The candidate will also demonstrate highly developed expertise in change management principles to enable empowerment in individuals to work collaboratively toward shared goals.

MAJOR DUTIES AND/OR RESPONSIBILITIES

- **Remuneration Strategy and Governance:** Design, develop and implement continuous improvement of Eastern Health's remuneration framework for senior staff, ensuring gender equity, competitiveness and compliance with current legislation and organizational objectives.
- **Gender Equity Reporting and Improvement:** Provide governance, monitoring, and enhancement of gender equity initiatives and reporting, championing strategies that promote fairness and inclusivity across all levels of the organization.
- **People Operations Hub Leadership:** Establish through a detailed project plan, then lead, and continuously improve a centralized People Operational Hub that delivers efficient, high-quality services and workforce administration, ensuring operational excellence, compliance, and employee satisfaction.
- **Policy Development and Implementation:** Implement Remuneration and Human Resources policies and guidelines, ensuring best practices are embedded and that policies support the attraction, retention, and recognition of top talent within a complex, multi-disciplinary environment.
- **People Operations Hub and Reporting:** Implement and oversee a ticketing system enabling the collection, analysis, and dissemination of key relevant metrics and remuneration data generated from the centralized Operations Hub. Ensure the production of accurate, timely, and actionable reports to inform strategic decision-making, monitor performance against targets, and support compliance and continuous improvement initiatives across Human Resources service areas.
- **Stakeholder Partnership and Strategic Advice:** Partner key stakeholders to advise on matters related to remuneration, benefits, and HR operations ensuring alignment with Eastern Health's strategic direction and workforce needs.
- **Data Integrity and Process Improvement:** Drive initiatives that enhance the accuracy, integrity, and security of HR and remuneration data, and streamline HR processes to enable informed decision-making and support organizational goals.
- **Compliance and Risk Management:** Ensure all HR operations and remuneration practices comply

with relevant legislation, awards, agreements, and accreditation standards, identifying and managing risks proactively.

- **Leadership and Capability Development:** Lead, mentor, and develop the operations team, fostering a culture of high performance, professional growth, accountability, and continuous improvement.
- **Other Duties as Required:** Undertake other related responsibilities as needed to support the achievement of Eastern Health's strategic HR and remuneration objectives.

Occupational Health and Safety

Eastern Health is committed to providing and maintaining a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterized by change. All programs should endeavor to promote evidence-based practice, a problem-solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis, including completion of all core training requirements as per the QPI Learning and Development profile.

QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high-quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behavior, and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

ATTACHMENTS

Attachment 1 Key Selection Criteria

NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential - Qualifications and Experience

Educational Background:

- Relevant tertiary qualifications in Human Resources, Public Health, Social Sciences, , Organizational Development, or a related field.
- Postgraduate qualifications are highly desirable.

Professional Experience:

- Demonstrated experience in leading the development and implementation of remuneration governance and policies.

Demonstrated experience in change management and influencing across a large diverse complex organization.

Demonstrated experience in leading the development and implementation of a HR services hub

- Proven track record in managing transformational change initiatives with a remuneration focus.
- Solid organization design understanding when recommending structural decisions and associated justification.

Continuous improvement understanding to deliver and improve reporting and analytics of our people.

Sector Knowledge:

- Strong understanding of the health sector.
- Knowledge of relevant legislation, standards, and best practices related to remuneration

Essential - Leadership and Management Skills

Strategic Leadership:

- Proven ability to provide visionary leadership and develop long-term strategies

Team Management:

- Demonstrated ability to lead, inspire, and develop multidisciplinary and cross-functional teams to deliver high-impact outcomes.

Essential - Interpersonal and Communication Skills

Stakeholder Engagement:

- Exceptional ability to build and maintain relationships with diverse internal and external stakeholders.

Advocacy and Influence:

- Demonstrated ability to influence senior leaders and advocate for systemic changes that support equity and inclusion.

Communication Skills:

- Strong written and verbal communication skills, including experience in delivering presentations, preparing high-level reports, and facilitating discussions.

Essential - Analytical and Problem-Solving Skills

Critical Thinking:

ATTACHMENT 1

- Strong analytical skills with the ability to assess organizational needs, identify gaps, and develop evidence-based solutions.

Data-Driven Decision Making:

- Experience in developing metrics and tools to evaluate the impact of remuneration initiatives and adjust strategies accordingly.

Essential - Change Management and Innovation

Change Leadership:

- Demonstrated ability to lead and manage complex, large-scale change initiatives with multiple stakeholders and competing priorities.

Innovation and Flexibility:

- Capacity to drive innovation and adapt approaches to meet evolving organizational and community needs.

Desirable Criteria:

- Experience working within the health or public sector with experience with relevant human capital system SuccessFactors, SAP, Optima.