

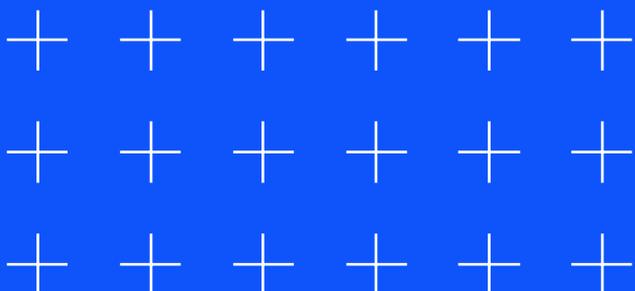


**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Remunerations Services Manager



THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. **Be a great place to work and a great place to receive care**
2. **Grow our Home First approach**
3. **Realise the potential of the Melbourne Biomedical Precinct**
4. **Become a digital health service**
5. **Strive for sustainability**



Position Description

Position Title:	Remunerations Services Manager
Service:	Finance
Location:	Royal Melbourne Hospital Campus
Reports To:	Director Payroll Services
Direct Reports:	Payroll Operations Manager & Coordinators, Help Desk Coordinator, Payroll Operations Team
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021–2025
Classification:	HS5
Employment Status	Full Time 1 FTE – Permanent
Immunisation Risk Category:	C
Date of Review:	January 2026



POSITION PURPOSE

Lead the delivery of accurate, timely, and compliant payroll services for a workforce of 30,000+, ensuring operational excellence and an exceptional employee experience. This role drives consistency, fosters a culture of accountability, and builds capability within the team to meet evolving organisational needs.

DEPARTMENT DESCRIPTION

Melbourne Health Financial Shared Services (MHFSS) provides a range of payroll services for The Royal Melbourne Hospital (RMH), Western Health (WH), The Royal Children's Hospital (RCH), The Royal Victorian Eye and Ear Hospital (RVEEH) and Parkville Youth Mental Health and Wellbeing Services (PYMHWS). MHFSS processes payroll for over 30,000 employees working across 26 complex Enterprise Agreements on alternating fortnightly pay cycles.

KEY ACCOUNTABILITIES

Operational Leadership

- Lead and manage day-to-day payroll operations, ensuring pay runs are delivered accurately and on schedule.
- Embed data driven leadership and client management, ensuring emerging issues are identified and appropriately managed
- Embed best-practice processes and promote a culture of continuous improvement.

PEOPLE & CAPABILITY

- Develop, coach, mentor and empower leaders and staff to grow technical skills and service mindset.
- Partner with the Payroll Business Process Analyst to ensure onboarding and development programs meet operational needs.
- Foster an environment of continuous learning, training and development in the Payroll team

COLLABORATION & STAKEHOLDER ENGAGEMENT

- Work closely with Payroll Systems team & Payroll Compliance Manager to align operations with system capabilities and regulatory requirements.
- Build strong relationships with People & Culture, Finance, and other stakeholders to ensure payroll services integrate smoothly with organisational processes.

RISK & COMPLIANCE

- Ensure payroll operations meet all legislative, industrial instrument, and organisational compliance requirements.
- Implement controls and governance processes to minimise risk and audit findings

CUSTOMER SERVICE

- Champion a high standard of customer service focus, ensuring that internal and external stakeholders' needs are met with professionalism and efficiency.
- Actively contribute to resolving complex payroll-related queries and issues to maintain trust and credibility with employees and stakeholders.



KEY RELATIONSHIPS

Internal

- Peers and management across all Health Services for (but not limited to) People and Culture, Medical Workforce and Financial Shared Services
- Employees and Stakeholders for all departments across all Health Services

External

- Australian Taxation Office (A.T.O.)
- Salary Packaging Providers
- Centrelink
- Child Support Australia

KEY SELECTION CRITERIA

Essential:

- Exceptional Leadership skills, with the ability to build high-performing teams.
- Proven track record in leading large, complex Payroll operations
- Demonstrated knowledge of relevant industrial awards, Acts, Regulations, and enterprise bargaining agreements, with the ability to provide strategic advice.
- Advanced expertise in a broad range of payroll functions, procedures, and processes, with a focus on driving improvements and ensuring compliance.
- In-depth knowledge of Payroll Processes and Systems, including their design, configuration, and optimization.
- Outstanding communication and interpersonal skills, with demonstrated diplomacy, tact, and the ability to influence at all levels.
- Proven ability to manage and resolve complex Payroll and award interpretation issues, with a focus on strategic outcomes.
- Strong ability to maintain and model a customer service focus under pressure, ensuring alignment with organizational values.
- Demonstrated capability to build, manage, and sustain effective relationships with client organizations and key stakeholders.
- Exceptional attention to detail, work output quality, and a focus on achieving accuracy in all deliverables.
- Current Working with Children Check

Desirable:

- Excellent data analytical skills, including advanced proficiency with MS Suite products such as Excel, to provide actionable insights.
- Comprehensive knowledge of SAP HR/Payroll functionality and experience with generic software packages to support compliance and operational efficiency.
- Familiarity with the RosterOn System and its integration into payroll processes.

KEY PERFORMANCE INDICATORS

RMH employees are measured through successful:

- Demonstration of RMH values and behaviours, being a role model for living the values.
- Completion of mandatory training activities including training related to the National Standards.
- Participation in The RMH and Division/Service specific business planning process (if required).
- Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility.



AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date
