

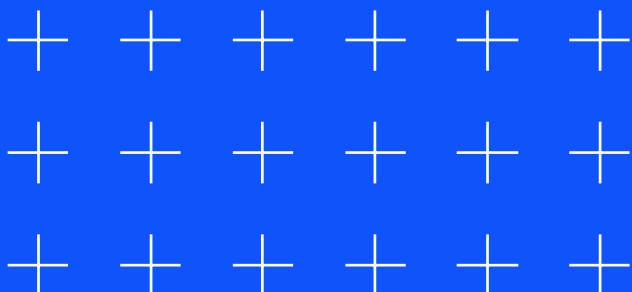


**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Manager, Employee Experience

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.

Advancing health for everyone, every day.

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.

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The Manager, Employee Experience leads the organisation's employee experience strategy and initiatives, working in partnership with the broader Talent and People Experience team to create a consistent, engaging and human-centred experience across the employee lifecycle.

Drawing on workforce insights, Voice of Employee (VoE) feedback and human-centred design principles, the Manager identifies opportunities to enhance key moments that matter, improve processes and shape initiatives that strengthen engagement, belonging and organisational performance. With a focus on innovation, continuous improvement and emerging workforce trends, the role fosters an agile, future-focused approach to employee experience that enables RMH to adapt to changing workforce needs and remain an employer of choice.

- Support the development and delivery of the employee experience strategy.
- Design, deliver and continuously improve employee lifecycle experiences, from attraction and onboarding through to recognition, career transitions and offboarding, to create a connected and engaging employee journey.
- Partner with leaders and teams across People & Culture and the broader organisation to deliver integrated, consistent and people-centred experiences that support organisational priorities.
- Use employee feedback, workforce insights, engagement data and people metrics to identify opportunities, inform decision making and drive evidence-based improvements.
- Apply human-centred design and continuous improvement methodologies to simplify processes, remove friction and enhance key moments that matter across the employee lifecycle.
- Develop and maintain accessible, contemporary and user-focused people resources, including guides, toolkits, templates and digital content that enable positive employee experiences.
- Lead the ongoing enhancement of employee recognition, wellbeing and engagement initiatives that strengthen connection, belonging and retention.
- Embed equity, diversity and inclusion principles across employee experience initiatives, ensuring services and processes are accessible, culturally responsive and inclusive.
- Monitor and evaluate the effectiveness of employee experience initiatives, using data, feedback and performance measures to drive continuous improvement and demonstrate impact.
- Build strong partnerships with stakeholders across People & Culture, Communications, Digital, Operational leaders and other key business areas to influence change and deliver sustainable outcomes.
- Ensure employee experience practices comply with relevant legislation, industrial instruments, organisational policies and governance requirements.
- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Ensure direct reports receive regular feedback and participate in annual discussions.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Ensure training needs of direct reports are identified and undertaken.
- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within their allocated budget.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.

Respect that the RMH is a smoke-free environment

Internal	External
• RMH Employees • People, Culture & Communications Team • RMH People Leaders	• Benefits Partners • Partner Health Services and education providers

- Formal Qualifications:
 - Tertiary qualifications in Human Resources, Psychology, Business Marketing, Behavioural Science, Service Design, Human-Centred Design, Customer Experience.
- Essential:
 - Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
 - Demonstrated experience leading employee experience, customer experience, service design, organisational development or related initiatives that improve organisational outcomes.
 - Experience designing and improving employee or customer journeys using human-centred design and continuous improvement methodologies.
 - Experience using employee or customer feedback, workforce insights and data to identify opportunities, inform decision making and deliver measurable improvements.
 - Demonstrated ability to lead projects and influence change across multidisciplinary teams in a complex organisational environment.
 - Strong stakeholder engagement, relationship management and communication skills, with the ability to influence and collaborate with leaders at all levels.
 - Demonstrated analytical and problem-solving skills, with the ability to interpret qualitative and quantitative data and translate insights into practical solutions.
 - Experience developing and implementing initiatives that improve employee engagement, organisational culture or service delivery.
 - Demonstrated commitment to equity, diversity and inclusion, with experience embedding inclusive practices into organisational initiatives.
 - Proven ability to lead, coach and develop team members.
 - Mandatory Working with Children's Check and Police Check and Immunisation Assessment

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements

- 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.

- 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.

- 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.

- 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.

- 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.

- Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

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.

Date _____