

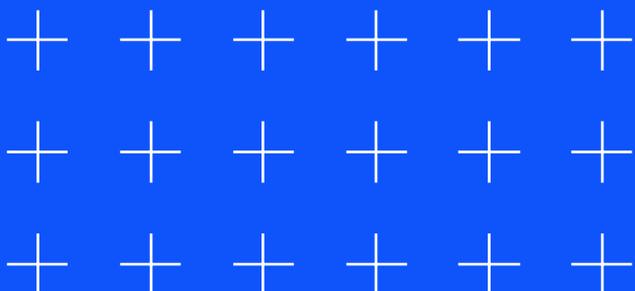


**The Royal  
Melbourne  
Hospital**

**Advancing  
health  
for everyone,  
everyday.**

**Could this be you?**

**Join The Royal  
Melbourne  
Hospital Team**



**Position Description**

**Manager, People Experience**



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## 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.

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## OUR VISION

# Advancing health for everyone, every day.

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## 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.

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## 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





## KEY ACCOUNTABILITIES

- Develop and deliver the operational plan for the People Experience function, aligned to the RMH People, Culture and Communications Strategy.
- Provide leadership and direction to a newly established team, fostering high performance, collaboration and a positive team culture as the function grows.
- Hold regular 1:1s, coaching, mentoring and feedback discussions to support development, capability and accountability.
- Lead the review and uplift of lifecycle milestones including candidate experience, onboarding, induction, buddy systems, internal movements and periods of leave (parental leave), and recognition moments.
- Ensure lifecycle practices are respectful, consistent, compliant and informed by participant and stakeholder feedback.
- Develop and enhance people-facing resources (guides, FAQs, toolkits, templates) that provide clear, accessible and values-aligned support across the people journey.
- Oversee improvements to benefits, recognition and engagement offerings that contribute to attraction, wellbeing, connection and retention.
- Embed inclusive, culturally responsive and equitable practices across all people experience initiatives, aligned with RMH's DEI commitments, First Nations Employment Strategy and RAP.
- Ensure lifecycle touchpoints recognise diverse needs and foster a strong sense of belonging for all people interacting with RMH.
- Use feedback loops (e.g. onboarding insights, recognition feedback, offboarding data, surveys) to monitor and strengthen the people experience.
- Analyse workforce, engagement and experience data to identify trends, challenges and opportunities for improvement as the function matures.
- Leverage insights to prioritise improvements, remove friction points and progressively uplift the quality and consistency of the people journey.
- Partner with P&C teams to ensure lifecycle improvements align with operational needs and organisational priorities.
- Ensure direct reports receive regular feedback and participate in annual discussions.
- Ensure training needs of direct reports are identified and undertaken.
- Contribute to organisation-wide and service/division initiatives and planning activities
- 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.
- 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.
- 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.
- **People Experience Function:** Given the People Experience function is newly established and expanding, the accountabilities of this role will evolve over time.

## KEY RELATIONSHIPS

### Internal

- RMH Employees
- People, Culture and Communications Teams
- RMH People Leaders and Executives

### External

- Benefits Partners and Salary Packaging Providers
- Auditors or regulatory bodies (as needed)
- Partner health services and education providers





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#### 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.

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#### 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.

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Employee Signature

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Employee Name (please print)

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Date

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