

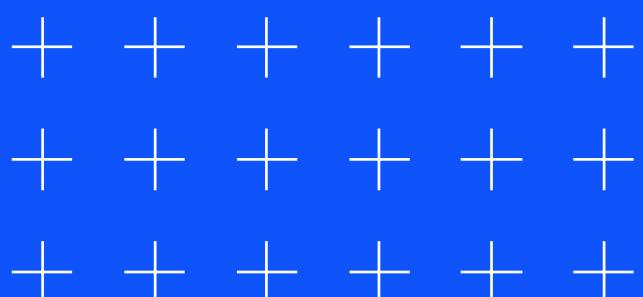
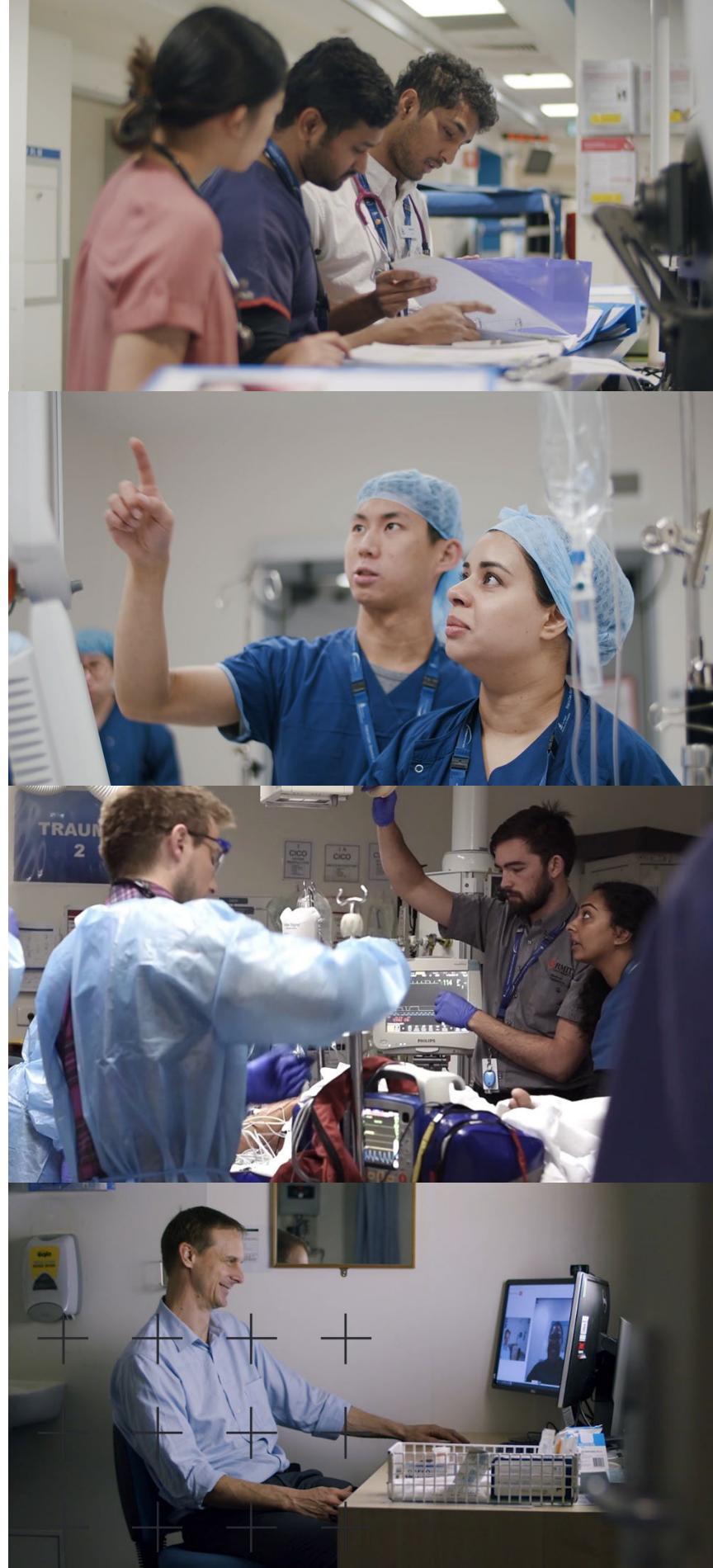


**The Royal  
Melbourne  
Hospital**

# Advancing health for everyone, everyday.

Could this be you?

Join The Royal  
Melbourne  
Hospital Team



**Position Description**

**Recruitment & Employee Services  
Administration Officer**

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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.

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#### 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.

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#### 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.

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#### 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

# Position Description

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<b>Position Title:</b>	Recruitment & Employee Services Administration Officer
<b>Service:</b>	People, Culture & Communications
<b>Location:</b>	The RMH Elizabeth Street
<b>Reports To:</b>	TBC
<b>Enterprise Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021–2025
<b>Classification:</b>	HS2
<b>Employment Status:</b>	Part Time Fixed Term
<b>Immunisation Risk Category:</b>	Category C
<b>Date of Review:</b>	January 2026

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## POSITION SUMMARY

This role provides high-quality administrative and coordination support across the Recruitment & Employee Services function, ensuring recruitment, onboarding and workforce compliance activities are delivered accurately, efficiently and with a strong focus on people experience.

The role supports day-to-day recruitment administration, workforce compliance follow-up, onboarding coordination and general team operations, particularly during peak periods such as graduate intakes and large onboarding cycles. Acting as a key point of contact for candidates and RMH staff, the role responds to phone and email enquiries in a timely, professional and values-aligned manner.

Flexibility and strong customer service skills are essential, as priorities shift in response to operational demands. The role contributes to a positive, consistent and compliant people experience for all RMH employees, candidates, students, volunteers and honorary appointees.

## KEY ACCOUNTABILITIES

### • Recruitment & Onboarding Administration

- Provide general administrative support across the Recruitment & Employee Services team.
- Post job advertisements in SuccessFactors and on external platforms as required.
- Support recruitment activities including booking interviews, issuing bulk candidate communications and updating candidate application information in SuccessFactors.
- Assist with onboarding coordination for graduates, students, volunteers and large intake cohorts during peak periods.

### • Workforce Compliance & Data Support

- Follow up and track outstanding pre-employment and ongoing workforce compliance documentation, including AHPRA, WWCC/NDIS, police checks (Fit2Work), VEVO and other regulatory requirements.
- Maintain accurate spreadsheets, logs and data sources to support audit readiness and compliance reporting.
- Support cyclical data cleansing and information requests during periods of high recruitment activity.

### • Enquiries & Customer Service

- Provide timely, professional and values-aligned responses to phone and email enquiries across shared inboxes and direct phone lines.
- Act as a helpful and knowledgeable first point of contact, escalating matters where required.

- Contribute to a positive and consistent people experience through respectful, accurate and supportive interactions.

### • Operational & Team Support

- Process invoices, purchase orders and vendor details in line with RMH procurement and financial policies.
- Maintain team intranet pages, forms, tools and templates, ensuring content is accurate, current and easy to navigate.
- Assist the Recruitment Services Manager and Team Leaders with reporting, documentation and papers for projects, governance and board meetings as required.
- Work collaboratively with colleagues across Recruitment, Employee Services and the broader RMH People & Culture teams.

- Contribute to a positive and consistent people experience by ensuring all interactions are helpful, accurate and respectful.
- Take reasonable care for your safety and wellbeing and that of others.
- 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.

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## KEY RELATIONSHIPS

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## Internal

- People, Culture & Communications Team
- RMH Managers and employees
- Payroll, Finance & Procurement

## External

- Candidates and Job Applicants
- Background Check Providers
- Recruitment and Advertising Platforms / Vendors
- Suppliers and Vendors

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## KEY SELECTION CRITERIA

### Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Demonstrated experience in an administrative or customer service role within a busy environment.
- Strong organisational and time-management skills, with the ability to manage priorities and meet deadlines.
- High attention to detail with accurate record-keeping, data entry and document preparation skills.
- Customer-focused approach with the ability to support staff and candidates in a helpful, respectful manner.
- Proficiency in Microsoft Office applications (and willingness to learn RMH systems such as SuccessFactors).
- Ability to work flexibly across teams and supporting peak periods of activity (graduate intakes, onboarding cycles).
- Demonstrated ability to maintain confidentiality and handle sensitive information appropriately.

### Desirable:

- Experience in HR, People & Culture, recruitment or compliance-related administration.
- Familiarity with onboarding processes, background checks.
- Experience managing shared inboxes, telephone enquiries or high-volume customer service environments.

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## KEY PERFORMANCE INDICATORS

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

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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