



**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

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Melbourne
Hospital Team**



Position Description

People Services Advisor

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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Position Description

Position Title:	People Services Advisor
Service:	People, Culture & Communications
Location:	The RMH Elizabeth Street
Reports To:	Manager, People Services
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025–2027
Classification:	Grade 4 - HS4
Employment Status:	Full Time, Fixed Term
Immunisation Risk Category:	Category C
Date of Review:	August 2026

POSITION SUMMARY

The People Services Advisor is a senior operational role within the People Services team, responsible for managing end-to-end employment contracting and lifecycle compliance across a dedicated portfolio. The role ensures all contracting, onboarding, variations and compliance activities are delivered accurately and in a timely manner, in accordance with EBAs, the Fair Work Act and RMH governance requirements. In addition, the role provides expert lifecycle advice and guidance to managers and employees at key milestones and touchpoints across the employee journey including onboarding, internal movements, leave arrangements, performance-related changes and exits supporting informed decision-making and a consistent, positive people experience.

A key point of distinction for this role is its oversight of SuccessFactors lifecycle workflows, including recruitment requisitions, approvals, offers, variations, onboarding steps and all associated compliance checkpoints. The Advisor ensures workflows progress correctly, approvals follow RMH delegations, data is accurate and complete, and any contract or pay-related issues are resolved with People Information and Payroll teams.

Working closely with the Manager and Team Leaders, People Services, the Advisor provides escalation support, quality oversight and coaching across the contracting and compliance lifecycle. The role contributes to capability uplift, supports consistent practice and assists in identifying opportunities to improve processes, reduce rework and strengthen compliance integrity.

With strong technical expertise, attention to detail and a people-first approach, the Advisor ensures RMH's compliance obligations are met and supports a seamless, consistent and positive experience for candidates, employees and managers.



KEY ACCOUNTABILITIES

- Provide expert end-to-end lifecycle advice and guidance to managers and employees across key milestones and touchpoints (including onboarding, internal movements, leave arrangements, contract variations, compliance obligations and exits), supporting informed decision-making, risk mitigation and a consistent, positive people experience.
- Prepare letters of offer and employment contracts aligned with EBAs, RMH policy and legislative requirements.
- Support escalated pre-employment check issues for new starters and assist with ongoing workforce compliance requirements for current staff (Fit2Work, VEVO, AHPRA, WWCC/NDIS, immunisation, international checks).
- Provide high-level contracting advice, classification, clauses, pay structures and EBA interpretation, to managers and employees.
- Support large-scale recruitment cohorts with contracting and compliance expertise.
- Maintain confidentiality, data integrity and high-quality documentation always.
- Provide timely, accurate and professional advice to candidates, managers and internal stakeholders on contracting and compliance activities.
- Oversee accurate submission and progression of recruitment requisitions, approval pathways, offers, variations and position change workflows in SuccessFactors.
- Identify workflow delays, errors or compliance risks and intervene promptly to ensure approvals follow the Delegations of Authority and data is entered accurately.
- Accurately enter, review and update onboarding and employee lifecycle data in SuccessFactors.
- Work closely with People Information and Payroll teams to resolve data discrepancies, contract errors or pay issues.
- Provide structured coaching, mentoring and day-to-day guidance to Onboarding Advisors supporting capability uplift and consistent practice across the team.
- Guide Onboarding Advisors through investigations into data errors, pay discrepancies or compliance concerns.
- Conduct or support compliance audits and quality assurance activities, identifying risks or emerging trends and escalating appropriately.
- Support knowledge sharing and help build a collaborative, solutions-focused team culture.
- Model professionalism, problem-solving, and values-aligned service delivery.
- Act as the first escalation point for complex contracting matters, compliance risks, adverse screening outcomes, data integrity issues, process exceptions, and sensitive lifecycle matters.
- Participate in efficiency mapping of contracting, compliance and workflow processes across the lifecycle.
- Recommend and contribute to implementing improvements that streamline systems, reduce rework and strengthen compliance integrity.
- Contribute to the redesign and maintenance of SOPs, templates, guidance documents and training materials.
- Support the broader team during peak periods, graduate intakes or absences by completing delegated tasks as required.
- 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.
- **Evolving Role Requirement:** This role will continue to evolve as RMH's systems, processes and the Talent & People Experience functions mature.



KEY RELATIONSHIPS

Internal

- People, Culture & Communications Team
- People, Culture & Communications Leaders
- Candidates, RMH Employees and Managers, stakeholders and leaders.

External

- Regulators (Fair Work, AHPRA, NDIS)
 - External screening and verification providers
 - Professional industry networks
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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 HR operations, employment contracting, onboarding and workforce compliance.
- Understanding of EBAs, the Fair Work Act and classification structures, with the ability to interpret and apply these accurately in contract preparation and lifecycle changes.
- Proven accuracy in preparing employment contracts, variations, extensions and related documentation.
- Experience working with HRIS workflows, ideally SuccessFactors and/or SAP, including requisitions, approvals, variations and onboarding workflows.
- Strong understanding of workforce compliance requirements, immunisation and other onboarding checks.
- High-level attention to detail with the ability to investigate pay, data or compliance discrepancies.
- Strong communication and stakeholder engagement skills.
- Strong commitment to equity, inclusion and delivering a positive employee experience.

Desirable:

- Experience in healthcare, government or complex, regulated environments
- Understanding of sector challenges and compliance requirements.

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
 - Contributes to building team capability by providing supportive guidance, sharing expertise.
 - Actively supports team operations during peak periods and staff absences.
 - Ensures streamlined, efficient and coordinated workflows across the Contracting & Compliance function, reducing duplication, improving accuracy and strengthening the overall employee experience.
 - Demonstrates strict adherence to confidentiality requirements, ensuring 100% compliant handling, storage and communication of sensitive employment and contract information, with zero breaches.
 - Partners with People Systems and broader Talent and People Experience teams to identify, design and implement improvements, automation and workflow optimisation, resulting in measurable reductions in manual work, rework and processing time, and enabling stronger Talent & People Experience outcomes.
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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.

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
