

Position Description

Position Title	Human Resources Administrator		
Department / Division	People and Culture		
Classification	Grade 2, Year 1 – Year 5 AO21-25	Employment Status	Full time, Fixed-Term 1.0
Position reports to	HR Services Team Leader		
Location	The Royal Children's Hospital, Flemington Road, Parkville		
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently		

The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is *a world where all kids thrive*.

RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <https://www.rch.org.au/quality/child-safety/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at www.rch.org.au

ROLE PURPOSE

The HR Administrator provides essential administrative and operational support to the Human Resource function, ensuring efficient delivery of HR Services across recruitment, onboarding, employee records and compliance. The role is responsible for maintaining accurate HR documentation, coordinating HR processes, and assisting in the implementation of HR initiatives support the RCH goals and enhance the employee experience.

KEY ACCOUNTABILITIES

Administration

- On-boarding of new starters including ensuring all relevant checks have been undertaken and processed.
- Administration of HR processes such as but not limited to honorary and affiliate appointments
- Generate and update compliance-related reports such as Working with Children Checks, Working Rights (Visa), AHPRA Registration and National Disability Incentive Scheme (NDIS) checks.
- Monitor, review and update compliance records for employees and escalate any expiring checks to ensure compliance is maintained.
- Prepare and issue Statement of Service, Employment Verification Letters, and related employee documentation in line with organisational policies and legislative requirements.
- Monitor, manage, and respond to queries received via the HR inbox, and escalate complex or sensitive issues to the relevant HR team member.
- Process HR-related purchase order and invoices in line with the finance procedure.
- Maintain and ensure accuracy of all employee files.
- Ensuring process documentation is current and accurate.
- Attend and retrieve mail or other items from the RCH Mail Room twice weekly.

Customer Service

- Exceptional customer service provision through efficient evaluation, closure and/or escalation of all queries and advice.
- Implementing and communicating tasks and actions to ensure internal clients are aware of progress and any potential issues that may hold up recruitment or onboarding processes.
- Update internal clients on activities required for their team or new candidate/s or advice regarding documentation or processes to be implemented.
- Deliver clear, professional and policy-aligned responses to HR questions, such as leave, benefits and recruitment/onboarding.
- Ensure a positive early brand experience with RCH as an employer and assisting them with multiple smooth onboarding and transactional processing.
- Liaise with employees, managers and external stakeholders regarding employment confirmation requests.

Process improvement

- Assist colleagues in the HR Services team when other high priority requests require the shared collaboration of the team.
- Review and recommend process improvements to strengthen compliance practices.
- Identify trends or reoccurring issues in inbox queries and flag them to HR Team Leader for process improvements.
- Promote learning and knowledge sharing across all HR and business teams.
- Contribute to the developments of FAQ documents, procedure guides or templates to improve efficiency and ensure consistency.
- Interface with Payroll and People and Culture systems teams to resolve own first level queries first before referring.
- Provide input into performance indicators to ensure efficient HR processing and customer service.

QUALIFICATIONS AND EXPERIENCE

Essential:

- A minimum of 2 years' experience in a similar role
- Experience working in high volume and fast paced environments
- Data entry experience

Desirable:

- Previous experience in HR generalist administrative roles
- Experience in the use of SAP applications including SAP Payroll and Success Factors
- Intermediate proficiency in the use of Microsoft applications

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

KEY SELECTION CRITERIA

- Work to deliver high quality outcomes with attention to detail.
- Demonstrated experience in establishing and maintaining effective working relationships
- Strong personal drive to deliver Excellent customer service
- Ability to prioritise and consistently meet deadlines whilst working under pressure
- Demonstrated ability to communicate clearly and confidently both in writing and verbally
- Strong computer literacy and time management skills and the ability to learn new systems and processes quickly
- An ability to work flexibly and adaptively in a complex environment with multiple stakeholders
- Acts with a sense of urgency, set clear priorities and focus on the completion of tasks.
- Demonstrates a high level of concern for accuracy.
- Exhibits the highest levels of personal integrity and ethical behaviour

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- *We do better work caring for children and families when we also care for each other*
- *I bring a positive attitude to work – I share, I laugh, I enjoy other's company*
- *I take responsibility for my behaviour and its impact on others*
- *I am curious and seek out ways to constantly learn and improve*
- *I celebrate the good stuff, the small stuff, the big stuff – it all matters*
- *I speak up when things aren't right*
- *I value the many different roles it takes to deliver great patient care*
- *I actively listen because I want to understand others and make better decisions*
- *I am inclusive and value diversity*
- *When it comes to teamwork, I don't hold back – I'm all in.*

QUALITY, SAFETY AND IMPROVEMENT

RCH Employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- *Acting in accordance and complying with all relevant Safety and Quality policies and procedures*
- *Identifying risks, reporting and being actively involved in risk mitigation strategies*
- *Participating in and actively contributing to quality improvement programs*
- *Complying with the requirements of the National Safety & Quality Health Service Standards*
- *Complying with all relevant clinical and/or competency standards*
- *Complying with the principles of Patient and Family Centred Care that relate to this position*

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, all members of the LGBTQI community and people with disability.

Position description last updated	September 2025
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