

Position Description

Position title	System Administrator – Rostering System
Department / Division	Corporate Services / Director Transformation
Classification	Grade 7 Year 1 – Grade 7 Year 5 (AO71 – AO75)
Position reports to	Project Lead - Rostering System Implementation
No. of direct & indirect reports	Nil
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 <i>a world where all kids thrive</i>. 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 CONTEXT
The Corporate Services portfolio at RCH encompasses enabling functions that support the hospital's operational and strategic objectives. The RosterOn to Optima transition project is a major programme of work to modernise workforce management across RCH, replacing the current rostering and time & attendance solution with Optima. The Rostering System Administrator plays a critical role in both the implementation phase – supporting system configuration, testing, and go-live – and the ongoing operational phase, providing day-to-day system administration, end-user support, and continuous improvement to ensure the Optima solution operates effectively across the organisation.

ROLE PURPOSE
The Rostering System Administrator is responsible for providing implementing system administration and ongoing operational support for the Optima workforce management solution across RCH. Using best-practice system

administration principles, the role will deliver end-to-end system support, including first-level end-user support, issue troubleshooting, system maintenance, user acceptance testing for enhancements and upgrades, and the identification of process improvement opportunities.

The Rostering System Administrator will work closely with the Optima vendor, the SAP Payroll service provider, People and Culture, and operational rostering teams to ensure the system is running effectively, payroll interfaces are processed accurately and on time, and the system remains compliant with all applicable EBAs, Awards, and Agreements.

KEY ACCOUNTABILITIES

Customer Service / Stakeholder Management

- Serve as the primary point of contact, both internally and with the Optima vendor, for all system support services
- Troubleshoot and manage the resolution of end-user issues in a timely manner, escalating to the Optima vendor where required
- Establish close working relationships with key users and super users, providing ongoing technical and functional support
- Work with the vendor to review and mitigate system issues as they arise, and manage the implementation of fixes, enhancements, and upgrades

Administration

- Apply best-practice system administration principles to support the Optima workforce management solution across the organisation
- Maintain the standard configuration of the Optima system, ensuring consistency and compliance across all rostering groups
- Ensure consistent processes are in place across the organisation when using Optima
- Provide hands-on Optima system training where required and maintain up-to-date system user manuals

Quality

- Identify and manage process improvement opportunities to leverage the full capabilities of Optima
- Manage the user acceptance testing function for any system enhancements or upgrades
- Conduct regular data checks and auditing of the system, reporting any non-compliance to RCH management
- Ensure the system remains compliant with all applicable EBAs, Awards, and Agreements, in close liaison with HR and Payroll teams

Financial Management

- Ensure payroll transactions are processed and interfaced to SAP Payroll in a timely and accurate manner

QUALIFICATIONS AND EXPERIENCE

Essential:

- At least 3 years' experience in system administration of Rostering, Time & Attendance, or HR systems
- Demonstrated experience in system administration, including first-level support, issue management, and system configuration
- Experience with award interpretation and/or Enterprise Bargaining Agreements
- Strong computer literacy and MS Office skills
- Proven ability to establish and maintain strong working relationships across a complex organisation

Desirable:

- Experience with Optima and/or RosterOn workforce management solutions
- Experience with SAP Payroll system interfaces
- Experience in a healthcare, government, or similarly complex organisation
- Experience in proactive identification of system issues and formulating plans to resolve or mitigate them
- Experience in executing test plans for system changes and upgrades

KEY SELECTION CRITERIA

- Proven experience in administering complex Rostering and Time & Attendance or workforce management solutions in a large organisation
- Demonstrated ability to troubleshoot and resolve system issues effectively, working collaboratively with vendors and internal teams
- Proven knowledge of rostering practices in large, complex organisations, ideally in healthcare
- Demonstrated ability to build and maintain strong working relationships with a variety of internal and external stakeholders
- Strong customer service skills with the ability to provide responsive, practical support to end users
- Proven experience in award interpretation and compliance monitoring
- Well-developed time management skills with an ability to meet tight deadlines and manage competing priorities
- Ability to transfer knowledge to and train other team members and end users

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
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

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, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

July 2026