



Position Title: Manager, Workforce Data

Position number	00014344
Classification	HSO Level G9
Employment Instrument	Health Salaried Officers Agreement
Group	Health Support Services
Business Unit	Workforce and Organisational Development
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As a member of the Health Support Services (HSS) Workforce and Organisational Development Business Unit, the Manager, Workforce Data is responsible for:

- Managing all workforce data and the supporting human resource information system (HRIS) integrity;
- Developing, leading and managing the operational direction and the transactional activities of all Workforce Data excluding Payroll;
- Workforce data analytics and reporting, including the provision of meaningful insights and opportunities; and
- Promoting and delivering customer focused back office services to customers in alignment with Service Level Agreements with Health Service Providers (HSP's) and Health Support Services strategic intent.

REPORTING RELATIONSHIPS:

Director, Employee Services
HSO Level G11



Manager, Workforce Data



Directly reporting to this position:

Title & Position Number	Classification	FTE
TBD		

ORGANISATIONAL CONTEXT:

Health Support Services (HSS) provides value for money corporate support services to the WA health system through skilled and motivated people. This includes delivering business focused financial, ICT, supply and workforce services within an environment of standardised systems and processes.

HSS provides its services within a framework of established values and behaviours based on achieving the corporate service standards and expectations of our customers.

With a commitment to equity and diversity, relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS is committed to employee career development and professional learning.

GROUP CONTEXT STATEMENT:

On 1 July 2016, in accordance with the *Health Services Act 2016* (WA), HSS was established as a Chief Executive-governed Health Service Provider that is a statutory authority accountable for the delivery of corporate support services.

HSS supports the WA health system in the effective delivery of health care through the provision of technology, supply, workforce and finance services.

HSS is committed to enhancing customer experience by delivering high quality services to customers. HSS strives to create value for customers through economies of scale as well as centres of expertise, and to provide services that are competitive in quality, cost and responsiveness.

HSS actively seeks to empower a “Think Customer First” culture with skilled, motivated and experienced teams that deliver a range of services within an environment that continually seeks to understand the needs of our customers and to improve efficiency, processes and procedures where this adds value for customers.

HSS STRATEGY

Vision

Enable better health care

Mission

To deliver high quality services to support the delivery of optimal patient care

Values

Behaviours



Think customer first

We put our customers first in everything we do.
We listen to our customers; they know their business best.
We engage proactively with our customers to find the best solution.



We promise, we own, we do

We commit to delivery – we do what we say.
We take personal ownership – we own the problem and the outcome.
We take responsibility for our decisions and actions.



We will find a way

We focus on solutions, not problems.
We think creatively to develop new and better ways of delivering on our promises.
We embrace a positive ‘Yes, we can’ attitude.



We make a difference together

We work together to make a difference to those delivering patient care.
We are open and learn from our mistakes and our successes.
We speak up, we listen and we take collective action.

HSS' mission is to deliver high quality services to support the delivery of optimal patient care.

BUSINESS UNIT ROLE:

The HSS Workforce and Organisational Development Business Unit is responsible for providing transactional services for HSS' customers relating to payroll and human resources administration services, including services for recruitment/appointment, employment contracts and position administration, classification assessments and temporary nursing recruitment and deployment. This business unit helps to ensure that HSS is focused on understanding and meeting the needs and expectations of its customers, providing value for money services, and continuing to improve performance with strategic consideration of future requirements.

Workforce and Organisational Development is also responsible for developing and driving culture change across HSS, as well as the strategic direction and day-to-day operations of human resource management, organisational development and occupational safety and health across all of HSS. This includes shaping HSS' organisational culture in line with its vision, mission and values, and providing support to all business units in managing performance and building capability, including leadership capability of the existing and future workforce, in a way that manages and mitigates risk.

POSITION RESPONSIBILITIES:

HSS Leaders and Managers:

- Contributes to the strategic and operational governance of the Health Support Services as a member of the extended leadership team.
- Contributes to the setting of strategic business direction and the achievement of corporate goals, including quality improvement, and the development of a dynamic, innovative and "Think Customer First" organisational culture.
- Contributes to the Health Support Services transformation and continual improvement objectives through constructive transactions with stakeholders and customer agencies.
- Empowering leadership and direction of the relevant area, ensuring objectives are transformed into actions and goals are achieved.
- Contributes to the effective working and image of Health Support Services as a team supporting the achievement of the broader WA health system's objectives.
- As a leader, at all times models behaviour consistent with organisational values, including probity and accountable and ethical decision-making.

HSS Management:

- Promotes a customer-focused culture and a team-based approach based on the Health Support Services values and strategic priorities.
- Champions collaboration, continual improvement and quality management. Builds and supports alliances with stakeholders, customer agencies and within Health Support Services to enable the achievement of the organisations operational and transformational priorities.
- Ensures the work environment is safe, fosters equity and diversity, and enables the achievement of personal and team goals.
- Allocates resources (including financial and human) to achieve optimum effectiveness and efficiency in the delivery of outcomes within service, cost and time expectations.
- Mentors and develops staff and teams to ensure the organisation meets executive,

stakeholder and customer expectations.

- Identifies and mitigates risks to current and future service delivery.
- Provides subject expert advice to the Senior Leadership Team where relevant.
- Ensures all contracted services meet agreed timelines, outcomes, deliverables, and are achieved within agreed budget.

HSS Participation (Self):

- Maintains the HSS “Think Customer First” culture and demonstrate a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system’s Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contribute in maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

HSS Participation (Team):

- Manages and contributes to the well-being and achievements of the team.
- Ensures staff and team members are held accountable for demonstrating the HSS values.
- Sets clear standards for performance, providing support when required and acknowledging individual and team achievements.
- Promotes self-development amongst team members, providing opportunities for further learning.

Role Specific Responsibilities and Key Outcomes:

- Manages the accuracy of HSS and HSP establishment data and the integrity of this data.
- Provides workforce data analytics and reporting services, and analyses data to provide meaningful insights and opportunities;
- Develops, leads and manages the operational direction and the transactional activities of all Workforce Data excluding Payroll;
- Provides a customer focus service and seeks feedback from HSS and HSP’s on the service provided and uses this to improve the service offering.
- Manages the collection, preparation organisation and maintenance of a variety of confidential employment related records, forms, files, reports and certifications related to Human Resources functions transactional activity.
- Provides standardised, automated and simplified establishment services to achieve system wide efficiencies and the integration of business systems.
- Ensures proper storage, organisation and retrieval of employee information and HR records.
- Compiles, distributes and collects verification and re-verification of employment requests, modified employment contracts, missing documentation and documentation related to

changed circumstances (e.g. visa) to have ownership of the single source of truth for employee data.

- Provides tier 2 support and advice to the Contact Centre in response to complex staff queries and requests for information on employee files and confidential documentation.
- Owns Workforce data maintenance and the management of Human Resources Information Systems (HRIS), continually driving ways to increase functionality on the system to improve customer service and self-service functionality.
- Maintains an awareness of best practice, trends and issues concerning the core functions of the area, Business Unit and HSS.
- Ensures all workforce related data updates are inputted on time to meet designated Key Performance Indicators and Service Level Agreement requirements.
- Where necessary, provides support to key projects across HSP's and HSS in terms of providing key employee data information.
- Works in conjunction with key HSS functions to provide workforce data related reports for the HSP's to manage their respective businesses in a proactive manner.
- Ensures compliance and validation activities are maintained and performed.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Extensive experience in human resources and managing Human Resources Information Systems (HRIS) and workforce data maintenance for a large and complex organisation.
2. Highly developed communication, customer service and negotiation skills with an ability to influence people in the achievement of objectives and establish collaborative relationships and networks with both internal and external stakeholders.
3. Highly developed analytical, conceptual and problem solving skills with a proven ability to collect, interpret and analyse data to provide meaningful insights, innovative solutions and value added opportunities.
4. Current knowledge of legislative and regulatory frameworks for data confidentiality and privacy and how the underlying legislative obligations impact on the organisation's employment and service delivery.

DESIRABLE CRITERIA:

1. Tertiary qualification in a relevant discipline.
2. Prior experience in working for a public sector agency or healthcare provider.
3. Previous experience in the delivery and management of human resource service

APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

DIRECTOR HR & CAPABILITY

EXECUTIVE DIRECTOR

SIGNATURE _____

SIGNATURE _____

DATE _____

DATE _____