# eHealth NSW logo

# Role Description

# Manager, Talent Acquisition Operations

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| **Role Description Fields** | **Details** |
| **Cluster** | NSW Health |
| **Agency** | eHealth NSW |
| **Award** | Health Managers (State) Award |
| **Classification/Grade** | Health Manager Level 4 |
| **Employment Status** | Permanent – full time/part time |
| **Location** | Chatswood |
| **Directorate/Business Unit** | People & Culture / Talent Acquisition |
| **Reports to** | Head of Talent Acquisition |
| **Roles reporting to** | 3 |
| **Position Number (StaffLink)** | 758382 |
| **Date of Approval** | April 2024 |
| **Agency website** | www.ehealth.nsw.gov.au |

# Primary Purpose of the role

The Manager, Talent Acquisition is responsible for leading and managing a team of talent acquisition specialists to partner with the organisation to deliver modern and innovative customer focussed resourcing services and programs and optimise the attraction and acquisition of talent to meet resource demands and diversify our digital health workforce.

This role will provide strategic advice, facilitate stakeholder engagement, and implement strategies to support the achievement of the organisation's strategic and operational objectives

## About eHealth NSW

eHealth NSW is responsible for the delivery of digital solutions for clinical care and business services across NSW Health. We support a digitally enabled and integrated health system that delivers quality patient-centred health experiences and outcomes to the people of NSW.

Customers’ and consumers see eHealth NSW as an organisation with customer centric values, behaviours and capabilities. We work together to build trust and engage with our customers and share up-to-date understanding of their business needs. We deliver consistent, reliable and easy-to-use products and services that meet our customers’ needs. We share customer feedback and data and use the insights to continually improve our customers’ experience.

## Key accountabilities

* Lead the development and implementation of fit for purpose, modern talent acquisition programs and services to enable positive recruitment experiences and build a strong brand to attract, develop and maintain a pipeline of digital health talent and evaluate the talent initiatives applying contemporary recruitment best practice to make recommendations
* Lead and drive team management, workforce planning, coaching and professional development initiatives to align resources to deliver high quality, efficient and compliant advice, and services aligned to business plan priorities and overall eHealth strategies
* Undertake and oversee research and provide evidence-based data, insights and advice that informs the development of innovative talent resourcing solutions to support strategic workforce planning
* Work collaboratively with the broader People & Culture function and eHealth directorates to foster and build sustainable partnerships to inform best practice and address changing business priorities, reforms and government policy
* Liaise with external vendors and recruitment agencies to build sustainable relationships to address changing business priorities and requirements.
* Maintain an appreciation and understanding of the business, its challenges, and objectives and develop strong client and team relationships to ensure processes are integrated effectively into the business unit’s plans and meet client and customer requirements
* Lead the analysis and review of complex issues and prepare strategic advice to facilitate informed decision making and risk mitigation.
* Manage and provide expert advice on a diverse range of issues, including responding to emerging issues and consulting on talent acquisition issues, to ensure effective resolution. This includes providing input on strategy, processes and best practice relating to recruitment, selection and screening.

## Key challenges

* Ensuring that services can be delivered across a range of role types, which includes technical, clinical and corporate roles.
* Managing consultations and negotiations with diverse stakeholders, given the need to balance competing interests and demands and the changing needs of the business.
* Anticipating and addressing sensitive issues and providing accurate advice and recommendations on a range of complex issues, often within tight time frames, given the need to understand the problem, collect and assimilate information from a variety of different sources, and formulate responses whilst maintaining confidentiality.

## Key relationships

**Internal**

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| --- | --- |
| Who | Why |
| Manager | Provide expert advice and contribute to decision making;identify and escalate emerging issues/risks and their implications and propose solutions; receive advice and report on progress towards objectives and discuss future directions. |
| Work team | Lead, coach, mentor and support performance and development;escalate issues, keep informed, advise, and receive instructions;resolve and clarify issues. |
| Clients/Customers | Provide expert advice, resolve, and clarify issues, manage expectations;maintain collaborative relationships and optimise engagement to achieve defined outcomes;consult on key issues. |

**External**

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| --- | --- |
| Who | Why |
| Vendors/Service Providers | Communicate service needs, monitor service delivery in linewith organisational requirements, resolve issues. |

## Role dimensions

### Number of Direct reports

3

### Number of Indirect reports

8

### Budget ($)

Nil

### Financial Delegation

As per eHealth NSW Delegations Manual

## Essential Requirements

* Extensive knowledge and experience in planning and delivery of contemporary resourcing/talent strategies preferably for a large and complex organisation.
* Demonstrated experience in managing and developing staff, including developing capability and potential, and ensuring staff are engaged and motivated.
* Sound knowledge and practical experience in the use of recruitment systems, software, and HR information systems.

## Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| Personal Attribute | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | Represent the organisation in an honest, ethical and professional way and encourage others to do soDemonstrate professionalism to support a culture of integrity within the team/unitSet an example for others to follow and identify and explain ethical issuesEnsure that others understand the legislation and policy framework within which they operateAct to prevent and report misconduct, illegal and inappropriate behaviour | Adept |
| Relationship | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | Take responsibility for delivering high quality customer-focused servicesUnderstand customer perspectives and ensure responsiveness to their needsIdentify customer service needs and implement solutionsFind opportunities to co-operate with internal and external parties to improve outcomes for customersMaintain relationships with key customers in area of expertiseConnect and collaborate with relevant stakeholders within the community | Adept |
| Relationship | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | Influence others with a fair and considered approach and present persuasive counter-argumentsWork towards mutually beneficial win/win outcomesShow sensitivity and understanding in resolving acute and complex conflictsIdentify key stakeholders and gain their support in advanceEstablish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromisePre-empt and minimise conflict within the organisation and with external stakeholders | Advanced |
| Results | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | Seek and apply the expertise of key individuals to achieve organisational outcomes Drive a culture of achievement and acknowledge input from others Determine how outcomes will be measured and guide others on evaluation methods Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control business unit output to ensure government outcomes are achieved within budgets Progress organisational priorities and ensure that resources are acquired and used effectively | AdvancedChoose an item. |
| Business enabler | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasksIdentify opportunities to use a broad range of communications technologies to deliver effective messagesUnderstand, act on and monitor compliance with information and communications security and use policiesIdentify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the businessSupport compliance with the records, information and knowledge management requirements of the organisation | Adept |
| People Management logo | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | Refine roles and responsibilities over time to achieve better business outcomes Recognise talent, develop team capability and undertake succession planning Coach and mentor staff and encourage professional development and continuous learning Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation Implement performance development frameworks to align workforce capability with the organisation’s current and future priorities and objectives | Advanced |
| People Management logo | **Optimise Business Outcomes**Manage people and resources effectively to achieve public value | Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectivesAllocate resources to ensure achievement of business outcomes and contribute to wider workforce planningEnsure that team members base their decisions on a soundunderstanding of business principles applied in a public sector contextMonitor performance against standards and take timely corrective actionsKeep others informed about progress and performance outcomes | Adept |

## Occupation specific capability set

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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
|  | **Talent Management**Develop approaches to proactively manage the supply of diverse leaders, talent and capabilities across the organisation | Provide expert advice to managers and leaders on fit-for-purpose talent management strategies to close capability gaps, support informed selection choices, and align with the organisation’s employee value proposition.Encourage the capability growth of teams and of current and potential leaders, through the design and delivery of tailored development, mobility and career management programs.Collaborate with peers across the sector to build talent pipelines for common roles and key professional streams, enhancing the sector’s appeal as an employerEncourage use of mobility provisions to support employees to acquire a broad base of experience through their careers and optimise flexible resource deployment.Collaborate with leaders to develop strategies to enhance managers’ skills and confidence in having clear, candid and regular performance conversations and provide individuals with effective coaching.Manage the delivery of ongoing performance and recognition programs and evaluate these on a regular basis to ensure they deliver on intended outcomesManage the design of methods to assess the effectiveness of talent management programs in building capability and influence the development of future programs, ensuring integration across other workforce management practices.Provide expert advice to leaders and managers on the evaluation of assessments, performance management and talent management strategies, and collaborate on modifications as needed to build organisational capability and talent. | Level 3 |

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

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| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| Personal Attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| Personal Attributes | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Personal Attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
| Relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Relationships | Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| Results | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Adept |
| Results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| Business Enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Business Enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| Business Enablers | Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |
| People Management logo | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Adept |
| People Management logo | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Adept |

## Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of the NSW Health Organisation. The following specific requirements should be noted:

**Respirator Use**

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal. At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

**Culture**

Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

**Finance and Resources**

Manage allocated finance and resources efficiently and effectively in accordance with the eHealth NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records and include the correct retention of data and records.

**Fraud and Corruption**

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

**Performance Appraisal**

Employees and managers should regularly check-in with each other, providing feedback to each other. All new staff should have an initial performance assessment within three (3) months following commencement of employment. At least every twelve (12) months, a performance appraisal should be undertaken.

**Risk Management**

Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation's risk policies, maintaining an understanding of the operational and risk management context, managing risk accordingly.

**Rostering Management**

Ensure data quality, integrity, policy and Award compliance is maintained in day to day rostering.

**Work Health and Safety**

Workers have a duty of care to ensure everyone is safe at work. Leaders must be safety aware and ensure that a culture of safe behaviour is well understood and strongly embedded in their teams. Everyone must Think Safe, Work Safe and Live Safe and follow our guide to safety excellence. This includes taking reasonable care for your own safety and the safety of others, participating with consultation arrangements, and working and behaving safely in accordance with safety instructions, the behavioural expectations of the workplace and work health and safety legislation, policies and procedures.

**Workplace Diversity**

Support the organisations workplace diversity goals and policies.

**Training**

Comply with and participate in the organisation’s training programs and policies, maintaining currency of all mandatory training.

## Employee Agreement

I have read the Position description and understand its contents, am fit and able to perform the duties outlined in the Job Demands Checklist and agree to work in accordance with the requirements of the position.

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| **Signatories** | **Name** | **Signature** | **Date** |
| Employee |  |  |  |
| Manager / Supervisor |  |  |  |

## Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the incumbent. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the incumbent to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent’s (or future incumbent’s) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Job Demands Frequency Key:
I = Infrequent intermittent activity exists for a short time on a very infrequent basis
O = Occasional activity exists up to 1/3 of the time when performing the job
F = Frequent activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant activity exists for more than 2/3 or the time when performing the job
R = Repetitive activity involved repetitive movements
N = Not Applicable activity is not required to perform the job

Note: any entries not assigned a value will be automatically set to "N"

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| **PHYSICAL DEMANDS - Description (comment)** | **FREQUENCY** |
|  | **I** | **O** | **F** | **C** | **R** | **N** |
| **Sitting** – remaining in a seated position to perform tasks |  |  |  | **X** |  |  |
| **Standing** – remaining standing without moving about to perform tasks |  |  | **X** |  |  |  |
| **Walking** – floor type: even/uneven/slippery, indoors/outdoors, slopes |  |  | **X** |  |  |  |
| **Running** – floor type: even/uneven/slippery, indoors/outdoors, slopes |  |  |  |  |  | **X** |
| **Bend/Lean Forward from Waist** – forward bending from the waist to perform tasks | **X** |  |  |  |  |  |
| **Trunk Twisting** – turning from the waist while sitting or standing to perform tasks | **X** |  |  |  |  |  |
| **Kneeling** – remaining in a kneeling posture to perform tasks | **X** |  |  |  |  |  |
| **Squatting/Crouching** – adopting a squatting or crouching posture to perform tasks | **X** |  |  |  |  |  |
| **Leg/Foot Movement** – use of leg and/or foot to operate machinery |  |  |  |  |  | **X** |
| **Climbing (stairs/ladders)** – ascend/descend stairs, ladders, steps |  | **X** |  |  |  |  |
| **Lifting/Carrying** – light lifting and carrying (0 to 9 kg)  |  | **X** |  |  |  |  |
| **Lifting/Carrying** – moderate lifting and carrying (10 to 15 kg)  | **X** |  |  |  |  |  |
| **Lifting/Carrying** – heavy lifting and carrying (16kg and above)  |  |  |  |  |  | **X** |
| **Reaching** – arms fully extended forward or raised above shoulder | **X** |  |  |  |  |  |
| **Pushing/Pulling/Restraining** – using force to hold/restrain or move objects toward or away from the body | **X** |  |  |  |  |  |
| **Head/Neck Postures** – holding head in a position other than neutral (facing forward) | **X** |  |  |  |  |  |
| **Hand and Arm Movements** – repetitive movements of hands and arms |  |  |  |  | **X** |  |
| **Grasping/Fine Manipulation** – gripping, holding, clasping with fingers or hands |  |  | **X** |  |  |  |
| **Work at Heights** – using ladders, footstools, scaffolding, or other objects to perform work  |  |  |  |  |  | **X** |
| **Driving/Riding** – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle) |  |  | **X** |  |  |  |
| **SENSORY DEMANDS - Description (comment)** |  |
|  | **I** | **O** | **F** | **C** | **R** | **N** |
| **Sight** – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens) |  |  |  | **X** |  |  |
| **Hearing** – use of hearing is an integral part of work performance (e.g. phone enquiries)  |  |  |  | **X** |  |  |
| **Smell** – use of smell is an integral part of work performance (e.g. working with chemicals) |  |  |  |  |  | **X** |
| **Taste** – use of taste is an integral part of work performance (e.g. food preparation) |  |  |  |  |  | **X** |
| **Touch** – use of touch is an integral part of work performance |  |  |  |  |  | **X** |
| **PSYCHOSOCIAL DEMANDS - Description (comment)**  | **FREQUENCY**  |
| **Distressed People** – e.g. emergency or grief situations | **X** |  |  |  |  |  |
| **Aggressive and Uncooperative People** – e.g. drug/alcohol, dementia, mental illness | **X** |  |  |  |  |  |
| **Unpredictable People** – e.g. dementia, mental illness, head injuries |  |  |  |  |  | **X** |
| **Restraining** – involvement in physical containment of patients/clients |  |  |  |  |  | **X** |
| **Exposure to Distressing Situations** – e.g. child abuse, viewing dead/mutilated bodies |  |  |  |  |  | **X** |
| **ENVIRONMENTAL DEMANDS - Description (comment)**  | **FREQUENCY**  |
| **Dust** – exposure to atmospheric dust  | **X** |  |  |  |  |  |
| **Gases** – working with explosive or flammable gases requiring precautionary measures  |  |  |  |  |  | **X** |
| **Fumes** – exposure to noxious or toxic fumes |  |  |  |  |  | **X** |
| **Liquids** – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)  |  |  |  |  |  | **X** |
| **Hazardous Substances** – e.g. dry chemicals, glues | **X** |  |  |  |  |  |
| **Noise** – environmental/background noise necessitates people raise their voice to be heard |  |  |  |  |  | **X** |
| **Inadequate Lighting** – risk of trips, falls or eyestrain  | **X** |  |  |  |  |  |
| **Sunlight** – risk of sunburn exists from spending more than 10 minutes per day in sunlight |  | **X** |  |  |  |  |
| **Extreme Temperatures** – environmental temperatures are less than 15°C or more than 35°C  | **X** |  |  |  |  |  |
| **Confined Spaces** – areas where only one egress (escape route) exists  |  |  |  |  |  | **X** |
| **Slippery or Uneven Surfaces** - greasy or wet floor surfaces, ramps, uneven ground  | **X** |  |  |  |  |  |
| **Inadequate Housekeeping** - obstructions to walkways and work areas cause trips and falls  | **X** |  |  |  |  |  |
| **Working At Heights** – ladders/stepladders/scaffolding are required to perform tasks  |  |  |  |  |  | **X** |
| **Biological Hazards** – exposure to body fluids, bacteria, infectious diseases |  |  |  |  |  | **X** |