

Workforce Management Specialist

About this role

The Workforce Management Specialist supports operational teams across Uniting's 150+ sites to promote and embed best practice workforce management processes, systems, and behaviours. The role focuses on enabling effective workforce planning, rostering, and scheduling by providing training, guidance, and system support that improves performance, compliance, and data integrity.

Working closely with People & Culture HR Business Partners, the Workforce Insights Analyst, and operational leaders, the role promotes consistent and effective use of workforce systems and tools. The role delivers practice and capability uplift through scheduled learning sessions and targeted support informed by workforce insights, system usage, data trends, and identified performance or compliance gaps. Through collaborative coaching, practical guidance, and change support, the role strengthens workforce management capability and drives continuous improvement in workforce management practices.

The role operates with a moderate level of independence and does not have direct people management responsibility. The role reports to the HR System and Business Solutions Lead.

Key responsibilities

- **Deliver practice and capability uplift** through scheduled learning sessions, coaching, and targeted support informed by workforce insights, system usage, data trends, and identified performance or compliance gaps, building capability and supporting accurate and effective workforce planning, rostering, and scheduling practices.
- **Support system enablement and change initiatives** to embed new functionality, and process updates
- **Monitor workforce system usage and data integrity** to identify gaps, risks, and improvement opportunities, working with stakeholders to implement corrective actions.
- **Collaborate on workforce reporting and insights** to interpret data, identify trends, and translate findings into scheduled capability initiatives or targeted support for sites and teams, strengthening decision-making and continuous improvement at site and organisational levels.
- **Promote and embed best practice workforce management processes** to improve consistency, compliance, and operational performance across sites.
- **Contribute to continuous improvement initiatives** that enhance workforce effectiveness, employee experience, compliance and system utilisation.
- **Engage and influence stakeholders across sites and People Experience** to support effective workforce planning, scheduling, and performance outcomes.

- **Identify and escalate workforce risks and system issues** to ensure timely resolution and alignment with organisational expectations and requirements.

Qualifications & experience:

Essential

- Demonstrated experience in workforce planning, rostering, or operational HR within a large, decentralised organisation.
- Strong interpersonal and stakeholder engagement skills with the ability to influence without authority.
- Proven experience designing and delivering scheduled learning sessions, coaching, and targeted capability support in response to workforce insights, system usage, data trends, or identified performance and compliance gaps.
- Proven experience supporting system enablement and change management initiatives.
- Proficiency in Microsoft Office Suite (Excel, PowerPoint, Outlook and Word).
- Strong analytical capability, including the ability to interpret data, identify capability needs, and translate insights into practical actions that improve practices and performance.
- Demonstrated commitment to continuous improvement and service excellence.

Desirable

- Experience with workforce management systems such as Dayforce or Optima.
- Experience in aged care, disability, or community services or similar sectors
- Understanding of modern awards, enterprise agreements and Fair Work requirements and their impact on rostering and compliance.
 - Qualifications in Human Resources, Business, or a related discipline or equivalent experience.