

John Mizzi

Director, People Systems and Technology

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📍 Melbourne, Victoria

Education and continuous professional development

SAP SuccessFactors SuccessConnect 2023

- Using technology to optimise HR processes
- Leveraging AI in HR processes
- Using data to drive decision making

PRINCE2 Project Management

- Project management
- Risk management
- Stakeholder engagement
- Continuous improvement in project processes
- Change management

Graduate Certificate in eLearning

- Using technology to drive improvement
- Understanding of cognitive processes of learning
- Adapting to rapid changes in technology

Certificate IV in Training and Assessment

Key skills

- HR technology
- SAP SuccessFactors
- Strategic planning and leadership
- Data management and analysis
- Project delivery
- Team management
- Continuous improvement

Employment history

Director, People Systems and Technology

April 2022 – Present

Royal Melbourne Hospital, People & Culture

Reporting to the Executive Director, Chief People Officer, I am responsible for reviewing and transforming the people systems that support the Human Resources function of the organisation.

I established the People Systems team, with three direct reports, responsible for managing and optimising HR technology systems to meet organisational requirements and drive continuous improvement.

SuccessFactors HRIS implementation expertise: As the key business owner of the SuccessFactors implementation, I drove the hospital's HR digital transformation. We are in the final stages of implementing the SuccessFactors 'Core HR' suite, including Employee Central, Recruitment and Onboarding, Performance Management and Offboarding modules. During this project I have:

- Managed requirements gathering and documentation
- Authored business case, leading to successful endorsement
- Participated in the evaluation and vendor selection process
- Internal and external stakeholder management, including implementation vendor
- Collaborated closely with other teams including IT and Business Intelligence

Strategic HR technology planning: Provided high-level strategic technology leadership and advisory support to the Chief People Officer, steering the HR technology strategy to unify disparate systems. This role is pivotal in guiding the decision-making on adopting new HR technologies and system enhancements, aimed at increasing efficiency, enhancing employee experience, and aligning with organisational goals.

Data-driven HR insights: Led the development and implementation of an innovative online exit survey system to capture valuable feedback from departing staff. Analysed one year of exit survey data to identify trends and insights, enhancing understanding of employee turnover reasons and areas for organisational improvement.

HR reporting and dashboard development: Led the creation of a reporting dashboard for HR leadership and business partners, providing ongoing insights from exit survey responses. This people analytics tool facilitates strategic discussions around employee experience, and enabled the proactive identification of workforce risks and opportunities for strategic HR decision-making.

Cross-functional collaboration: Fostered collaboration with HR teams, IT and Business Intelligence teams to ensure integration and data integrity across HR functions. Utilising technology strategically to elevate the employee customer service experience.

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Vendor and stakeholder management: Managed relationships with HR system vendors and internal stakeholders, ensuring service levels met the hospital's needs.

HR data governance and security: Implemented regular auditing of system access, and implemented tiered levels of system access.

Streamlined HR signature processes: Introduced Adobe Sign to replace paper-based workflows for medical staffing recruitment contracts, significantly reducing administrative overhead and enhancing efficiency in securing executive signatures, as well as expediting the return of completed employment contracts and onboarding documents from medical staff.

HR process automation: Implemented Microsoft Power Automate to automate HR tasks such as requests for parental leave, streamlining workflows.

Workforce transition management: Participated in the transition of 750 staff to alternative hospitals, overseeing the comprehensive handover of learning content and employee training records, to ensure continuity of employee information.

HR service enhancement proposal: Authored a business case for a new HR customer service ticketing and self-service system, aiming to streamline HR inquiries and improve service delivery efficiency.

Manager, Learning Infrastructure

July 2020 – April 2022

Royal Melbourne Hospital, People & Culture

Managing a team a diverse team of 5 specialised professionals, I led the implementation of the replacement to our Learning Management System (LMS), leading to improved onboarding, learning and development for all staff.

- **Project management:** Delivered the LMS upgrade project on time, within scope and under budget.
- **Innovation and continuous learning:** Enabled sophisticated online learning capabilities, allowing for rapid training and accreditation of clinical and non-clinical staff.
- **Optimisation of HR technologies:** Reduced administrative load for leaders through the automated assignment of mandatory training for staff based on their job role and work location.

Systems Support Consultant, Learning and Workforce Development

2018 – 2022

Royal Melbourne Hospital, Mental Health Education Unit

Advanced content development and innovative learning solutions, leveraging technology to deliver training and development opportunities

- **Technical proficiency:** Produced high quality learning resources
- **Data analysis for learning effectiveness:** Utilised learning analytics to assess and enhance the effectiveness of online learning, ensuring content met the participant's and organisational needs, whilst ensuring content remained contemporary and relevant.
- **Training and capacity building:** Trained and mentored educational consultants in the effective use of online tools for synchronous and asynchronous learning delivery

Systems Support Consultant, Centre for Mental Health Learning

2019 – 2021

Centre for Mental Health Learning

I was seconded two days per week to the Centre for Mental Health Learning (CMHL) to establish their core technology implementation. CMHL is the central agency for public mental health workforce development in Victoria.

- **Technology leadership and strategy:** Responsible for the strategic implementation of core technology solutions, including Microsoft 365 and website development, to create a statewide portal to access learning opportunities.
- **Stakeholder engagement:** Developed strong relationships with both internal and external stakeholders, providing expert advice on technology strategies and supporting the role of the Centre for Mental Health Learning.
- **Data-driven insights:** Managed and analysed website metrics to optimise user engagement and access to mental health resources, driving continuous improvement in learning delivery.