

POSITION DESCRIPTION



Finance and Employee Services
University Services

HR Services Assistant

POSITION NUMBER	0043661
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 4 \$63,707 - \$67,613 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 9.5%
WORKING HOURS	Part Time (0.6 FTE)
BASIS OF EMPLOYMENT	Fixed term available until 30 June 2018
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers , under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Sarah Dixon Tel +61 3 9035 4813 Email dixs@unimelb.edu.au <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

FINANCE AND EMPLOYEE SERVICES

Finance and Employee services delivers fit for purpose, cost effective, transactional and expert Finance, HR and OH&S services for the University.

HR Services provide specialist and transactional services across the employee lifecycle, including recruitment, payroll, capability development and travel services.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:

The HR Services Assistant will provide human resources support services to internal and external clients, with a primary focus on transactional processing in Themis HR, including but not limited to on-boarding of fixed term and continuing staff, prior service requests, casual staff appointments and support, and honorary/visitor appointments. They will work closely with the front-line HR Services team to provide exceptional customer service and will contribute to ongoing service and process improvement activities.

Reporting line: Team Leader, HR Services

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: None

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Limited

Operational context: HR Services is a unit within Finance and Employee Services

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- Process HR requests and changes across the employee lifecycle in Themis HR accurately and efficiently.
- Provide a high level of customer service to both internal and external clients, including supporting the front-line HR Services team and using initiative to find answers to more complex queries, as required.
- Contribute to a high performing shared services team, supporting and sharing knowledge with other team members and identifying opportunities for continuous improvement.

Selection Criteria:

Education/Qualifications

1. The appointee will have, or be working towards, a relevant tertiary qualification, or have an equivalent combination of relevant experience and/or education/training.

Knowledge and skills:

2. Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.
3. Customer service orientation, demonstrating excellent interpersonal and communication skills and the ability to build effective working relationships with key stakeholders.
4. Experience working with HR information and online service management systems, such as Oracle HR and Service Now.
5. An understanding of HR policies and processes.
6. Demonstrated ability to work with ambiguity, showing adaptability and flexibility in the provision of HR services.
7. Demonstrated commitment to continuous improvement, especially in the delivery of services.

Other job related information:

Approval of annual leave will be subject to team workloads and priorities and may not be approved during peak service periods.