## POSITION DESCRIPTION

**Business Services**  
**Chief Operating Officer Portfolio**

## HR/Payroll Systems Expert

<table>
<thead>
<tr>
<th><strong>POSITION NUMBER</strong></th>
<th>0036871</th>
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<tbody>
<tr>
<td><strong>PROFESSIONAL CLASSIFICATION</strong></td>
<td>UOM 7 - $98,402 - $106,519 per annum (pro rata for part-time)</td>
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<tr>
<td><strong>SUPERANNUATION</strong></td>
<td>Employer contribution of 17%</td>
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<td><strong>WORKING HOURS</strong></td>
<td>Full Time (1 FTE)</td>
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<td><strong>BASIS OF EMPLOYMENT</strong></td>
<td>Fixed term available for 1 year</td>
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<td><strong>HOW TO APPLY</strong></td>
<td>Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a>, 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.</td>
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</tbody>
</table>
| **CONTACT FOR ENQUIRIES ONLY** | Jerry Ng Yung Kiat  
Tel +61 3 xxxx xxxx  
Email jerry.ng@unimelb.edu.au  
*Please do not send your application to this contact* |

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

The University of Melbourne would like to acknowledge and pay respect to the Traditional Owners of the lands upon which our campuses are situated, the Wurundjeri and Boon Wurrung peoples, the Yorta Yorta Nation, the Dja Dja Wurrung people. We acknowledge that the land on which we meet and learn was the place of age-old ceremonies, of celebration, initiation and renewal, and that the local Aboriginal peoples have had and continue to have a unique role in the life of these lands.

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, ‘Advancing Melbourne’, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation’s evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for functions relating to the University’s finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services
BUSINESS SERVICES
Business Services provides a full range of class leading information technology, facilities management, finance, HR and health and safety services to all operating entities of the University.
Within Business Services, the Finance, HR/Payroll Systems team provides technical and functional stewardship, support and maintenance for the Finance, HR/Payroll Systems and associated administration systems used within the University.

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 Advancing Melbourne strategy that addresses 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 Advancing Melbourne.

ABOUT THE ROLE
Position Purpose:
This role provides functional support and maintenance of the Oracle E-Business Suite (Oracle EBS) HR and Payroll modules including configuration, contribution to development and enhancement, testing, supporting ongoing releases, upgrades, and modifications.
The incumbent will have the ability to develop and maintain effective working relationships with Academic Divisions, Chancellery and COO Portfolio. The incumbent will provide support to the Finance and Employee Services business processes including supporting initiatives for improvement and automation.

Reporting line: Team Leader – Finance, HR/ Payroll Systems
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: NA
**Key Dimensions and Responsibilities:**

Task level: Significant  
Organisational knowledge: Significant  
Judgement: Significant  
Operational context: University wide  

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/](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:**

- As a subject matter expert of Oracle EBS suite, provide level 2 functional support for all queries relating to Oracle HR, Payroll and associated modules and systems such as; Page Up, and various system interfaces.
- Investigate and troubleshoot system issues and liaise with technical developers and system administrators in relation to bug fixes and development work, including the preparation of MD050 functional design documents.
- Using knowledge of the configuration of the Oracle EBS module(s) provide support to the business processes for the FES HR and Payrolls pillars, including supporting process review and improvement initiatives.
- Maintain Oracle HR and other system applications (as required) including configuration, updates, testing, issues resolution and provider liaison.
- Promptly resolve interface, validation, and exception issues to meet schedules.
- Test functionality to support upgrades and business as usual to ensure validity of module functionality. Provide input to development of test scripts.
- Participate in projects as required by providing subject matter expertise, undertaking testing or analysis.
- Ensuring that HR data and information on a range of subjects is maintained by initiating recommendations and influencing outcomes for system/procedural improvements as required.
- Create and run accurate standard reports for stakeholders using SQL.
- Provide subject matter expertise in relevant workshops for new concepts and procedures regarding system change.
- Communicate to all system experts any changes to the relevant Oracle HR or Payroll Module structure resulting from enhancements or bug fixes.
• Identify opportunities for continuous improvement resulting from customer feedback, engagement with stakeholders and recurring issues logged via ServiceNow.

• Contribute to documentation and user help resources for training on new system developments and customisations. Contribute to the maintenance of system and procedural documentation, including the creation and maintenance of knowledge base articles in ServiceNow.

• Act with professional integrity ensuring that the team and wider University are always represented in an appropriate manner.

• Work team focused and collaboratively on building strong and positive working relationships with other staff, teams, and partners in line with the COO Portfolio values of University First, Service Excellence and One Team.

• Adhere to agreed processes and procedures in accordance with The University of Melbourne policies.

Selection Criteria:

Education/Qualifications

• The appointee will have relevant tertiary qualification and proven experience in HR or Payroll processes; or an equivalent combination of relevant experience and/or education/training.

Knowledge and skills:

1. Demonstrate COO Portfolio values 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, connecting with people, and building relationships in your workplace.


3. Ability to identify problems, analyse their cause, develop potential solution(s) and implement the agreed solution.

4. SQL skills with demonstrated ability to translate data requests into relevant and consistent information reporting. Ability to undertake analysis and make critical decisions in relation to integrity of data.

5. Build strong networks with colleagues and clients, listen actively, and can support and provide advice on system use and system development issues, in particular on Oracle EBS.

6. Ability to work independently, initiate action without specific instruction, and to identify continuous improvement opportunities, including the ability to plan, prioritise tasks and meet tight deadlines.

7. Demonstrate an ability to communicate effectively across all levels of the organisation, adapt to change, and high degrees of initiative to meet service expectations, and handle multiple assignments to meet competing deadlines.

9. Experience working in dynamic and rapidly changing environment using Agile practices and methodologies.

10. Strong evidence of customer focus and relationship management is essential for this role as the incumbent is representing Infrastructure Services to the wider University and be organised, detail oriented and accurate, and be adept at working independently and as a team player.

Other job related information:

- Ideal candidate will be:
  - adept at new technologies
  - demonstrate high levels of innovation and agility, and
  - work collaboratively to achieve common goals

- Some out of hours work (weekends, public holidays) may be required to support critical operational activities, such as patching, upgrades etc.