Position Description – People Connect Operations Officer

Position Details

Position Title:	People Connect Operations Officer
Position Number:	NEW
College/Portfolio:	Operations
School/Group:	People
Campus Location:	Based at the City, campus, but may be required to work and/or be based at other campuses of the University.
Classification:	HEW 6
Employment Type:	Continuing
Time Fraction:	1.0

RMIT University

RMIT is a leading multi-sector university of technology, design and enterprise with more than 91,000 students and 11,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways.

Our purpose is to offer life-changing experiences for our students, and to help shape the world with research, innovation, teaching and industry engagement. With strong industry connections forged over 130 years, collaboration with industry remains integral to RMIT's leadership in education, applied and innovative research, and to the development of highly skilled, globally-focused graduates.

With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

We are also committed to redefining our relationship in working with and supporting Aboriginal self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous

and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation

We're proud to share with you:

- The launch of our second **Reconciliation Plan for Dhumbah Goorowa– a "commitment to share" - an important step in our reconciliation journey**.
- RMIT University is an **Athena SWAN** member with Bronze Award accreditation and the College of Science, Engineering and Health is central to driving improvements in gender equality, diversity and inclusion, particularly in the Science, Technology, Engineering, Mathematics and Medicine (STEMM) disciplines.
- RMIT was placed **10th in the 2019 Randstad Employer Brand Research Awards**, up five spots from 2018.
- We were named as an **Employer of Choice for Gender Equality** by the Workplace Gender Equality Agency three years in a row!
- We achieved **Gold Employer status for LGBTIQ** inclusion in the Australian Workplace Equality Index (AWEI) in 2018, 2019 and 2020.
- We were recognised as a **top five employer in 2018 for workplace accessibility** by the Australian Network on Disability and awarded with **Disability Confident Recruiter Accreditation** in 2020.
- In 2020, RMIT University has become the first Australian institution to receive the **HR Excellence in Research Award,** recognized by the European Commission.

RMIT Standings in university rankings

We are ranked **#1 in the world** for our efforts to reduce inequality in the Times Higher Education (THE) Impact Rankings 2020.

RMIT has a deep commitment to innovation, research and teaching, we are a 5-Star university under the QS Stars international evaluation system and are **223rd globally in QS World University Rankings 2021** (moved up 15 places compared to 238th last year), being also 18th in the world among universities less than 50 years old (2014 QS Top 50 Under 50 index). Additionally:

- In the 2020 QS World University Rankings by Subject, RMIT was positioned 11th in the world (highest ranked in Australia) in Art and Design, 22nd in the world (fourth highest in Australia) in Architecture and the Built Environment, and 37th in Media and Communications. We are also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Mechanical, Mechanical, Aeronautical and Manufacturing); Accounting and Finance; and Business and Management Studies).

- In the 2020 QS Rankings by Subject, RMIT was ranked 11th in the world and number one in the Asia Pacific for Art and Design, and 26th in Architecture and the Built Environment. RMIT is also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Computer Science and Information Systems); Accounting and Finance; Business and Management Studies; and Communication and Media Studies. The 2018 Shanghai Ranking's Global Ranking of Academic Subjects highlighted RMIT's strength in Engineering and Technology in particular.

- In the specialised rankings, RMIT is ranked 77th in the QS Graduate Employability Rankings 2020 and 82nd in the inaugural Times Higher Education University Impact Rankings 2019.

- RMIT has moved up 51 places in the 2021 Times Higher Education World University Rankings, strengthening its reputation as a leading global university. The University has leapt more than 150 places since 2015 and is now ranked in the **top 301-350 band**.

- RMIT continued its strong performance in the 2020 CWTS Leiden Ranking, which ranks the world's top research-intensive universities, moving up 21 places to be ranked **293rd globally** on

proportion of international publications, and **ranking 225th** on proportion of top 5% publications, up 120 places from 2019.

For more information, visit www.rmit.edu.au/about

College/Portfolio/Group

People consists of a team of strategic HR professionals providing client focused, proactive and effective solutions and services for all RMIT staff.

Our success is achieved by understanding our business and operating as a business partner to our clients. We deliver responsive, innovative and practical solutions and services.

The People function operates in a manner that supports the RMIT values and achievement of the business objectives. By providing tailored, quality human resources services and products and ensuring a high level of expert support and advice, the People function enhances the ability of Colleges, Portfolios and Groups to meet their business objectives. This, in turn, enables University staff to better support the current and future student population at the University.

Within the People function is the People Connect team which is the first port of call for all HR/Payroll enquiries by providing Tier 1 issue resolution and triage point on day-to-day support and actioning of transactional / operational queries from customers. The team shares insights with peers and management and our positive team culture relies on open communication, encouragement, recognition and continuous improvement, to work together and get things done.

Position Summary

The People Connect Operations Officer will be responsible for managing to finality a number of People Services processes that are unable to be automated due to the level of complexity or they require analysis and validation before completion. These include but are not limited to new hires, creating positions, job changes, personal information changes, flexible working arrangements and terminations.

They will also be required to support the People Connect Advisory team as required.

Please note: there may also be a requirement to work staggered start times depending on business requirements to cover the University core support hours.

Reporting Line

Reports to: People Connect Manager

Direct reports: Nil

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Manage to finality a number of People Services processes that are unable to be automated due to the level of complexity or they require analysis and validation for completion. These include but are not

limited to new hires, creating positions, job changes, personal information changes, flexible working arrangements and terminations.

- Review and assess transaction requests prior to processing to ensure appropriate delegations have been followed and compliance requirements met.

- Manage and monitor handoffs to other teams in line with the tiered service model to effectively triage customer requests or processing issues.

- Manage and monitor employee, job and position management processes to provide accurate and timely processing via various channels within the defined service level targets.

- Investigate and triage issues in processing to the appropriate team. Prior to handoff ensure relevant information is captured in case notes and share insights with team members to identify continuous improvement and enhancements to reduce issues.

- Provide support to the People Connect Advisory team as required from time to time, either by directly managing queries to finality or by assisting Advisors to source answers.

- Work collaboratively with stakeholders to identify, develop and/or renew digital content/ information for new or existing People initiatives.

- Work collaboratively with key stakeholders to achieve smart solutions and share insights with team members to continue to provide consistent and accurate responses to our RMIT Community.

- Contribute to continuous improvement activities, recommend training sessions and refreshers in conjunction with the People Manager and People Services Leadership team.

- Contribute and support People team initiatives, identification of process improvements and projects, providing professional advice in the development and implementation of policies, procedures and undertake required UAT testing to support system enhancements.

Key Selection Criteria

1. Demonstrated experience providing timely and accurate processing of employee data within a large organisation service centre or similar.
2. Demonstrated working experience and knowledge of HR and payroll administration with exposure to a diverse range of Modern Awards and Enterprise Agreements.
3. Demonstrated experience of end to end employee lifecycle processes (hire to retire) and interpretation of relevant awards/agreements, leave entitlements, staff benefits, employee details, compliance and People/payroll systems.
4. Experience maintaining and updating employee, job and position data within a HR/Payroll system.
5. Previous experience using an electronic document system. TRIM preferred.
6. Proven ability to identify root cause of an issue to recommend and deliver appropriate strategies and innovative solutions and solve any further complications that may be encountered.
7. Demonstrated ability in providing accurate and timely solutions and advice through multiple customer contact channels.
8. Demonstrated ability to work autonomously with minimal supervision in a fast-paced environment with the ability to prioritise multiple tasks to meet conflicting deadlines.
9. Excellent interpersonal and communication skills, both written and verbal including experience in writing clear and concise business and training documentation.
10. Demonstrated ability in the use of a range of computer applications and the ability to quickly learn new technologies.
11. Desirable but not essential if experienced with ServiceNow, ADP Payroll and/or Workday.

Qualifications

Qualifications in Australian Payroll and HR Administration and/or 5 years experience in a similar role

Note: Appointment to this position is subject to passing a Working with Children check.

Endorsed:	Signature: Name: Title: Date:	**Approved:**	Signature: Name: Title: Date: