SENIOR MANAGER – HR SERVICES

SCHOOL/UNIT: Human Resources
SUB-UNIT: HR Services
CLASSIFICATION: HEW Level 8
WORK LOCATION: Bandar Sunway, Malaysia campus

ORGANISATIONAL CONTEXT
Monash University is Australia’s largest university, and a member of the prestigious Group of Eight research intensive universities. Monash consistently rates in the top 100 universities in the world.

Monash University Malaysia is Monash’s third largest campus, with over 8,000 students and 900 staff. We are a comprehensive campus offering degrees in business, engineering, medicine, science, information technology, pharmacy, social science and humanities. We are rated among the very best among universities in Malaysia, and the quality of our research output positions us among the very best universities in Southeast Asia.

Monash University Malaysia provides Monash University with a platform for scholarly engagement with the dynamic Southeast Asia region. We are located in greater Kuala Lumpur, in the Klang Valley, one of the region’s industrial hotspots. We sit in the heart of the rapidly developing economic corridor linking Singapore, Kuala Lumpur, Bangkok and beyond. Our education and research is oriented towards deep engagement with this dynamic social and industrial landscape.

In 2018, we celebrated our twentieth anniversary in Malaysia. During this time we have produced more than 16,000 graduates from more than 70 different countries. We provide a diverse and inclusive scholarly environment.

In 2017, Monash Malaysia was awarded a Six Star SETARA rating by the Malaysian Ministry of Education. This places us in the very top “outstanding” cohort of Malaysian Universities.

For further information see www.monash.edu.my.

POSITION PURPOSE
The Senior Manager, HR Services, is responsible for the strategic and operational leadership of the campus’ HR services, including but not limited to managing payroll, compensation and benefits, and managing teaching permits and employment visas. The position supervises the delivery of HR related services including day-to-day supervision, leadership, coaching, training and guidance of the HR Services team. The Senior Manager, HR Services, also provides support to projects, policy interpretation and undertakes a variety of complex administrative duties to meet the operational demands of the HR Services team.
Reporting Line: The position reports to the HR Director

Supervisory Responsibilities: This position provides direct supervision to the HR Services team

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Bring about administrative reforms, innovation and a digital transformation of business practices and processes to significantly enhance service efficiency
2. Deliver high quality HR services consistent with contemporary work practices, and Monash University’s policies and procedures
3. Provide strategic leadership in managing relevant statutory processes to ensure effective administration and compliance
4. Ensure effective management of HR systems with periodic reporting to support efficient delivery of services with high level of confidentiality and data accuracy
5. Lead and develop a highly-trained, motivated and efficient team with a strong customer focus
6. Undertake research, data analysis and management in the areas of functional or service specialisation, including producing reports
7. Work collaboratively in a multinational context to implement contemporary work practices that serve the dynamic needs of an international university

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   • A relevant qualification; or
   • extensive experience and management expertise; or
   • an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Demonstrated experience in leading reform through digital transformation and innovation of work processes and systems
3. Experience in overseeing a successful HR services function, administrative process or service, with a focus on delivering excellence in customer service
4. Strong planning and organisational skills, with experience establishing priorities, implementing improvements and meeting deadlines
5. The ability to motivate and develop staff, plan and allocate work to meet objectives
6. Highly developed analytical and conceptual skills including demonstrated ability to deliver positive solutions to complex problems
7. Contemporary knowledge of how technology works to support work practices in a modern work environment and complying with statutory requirements
OTHER JOB RELATED INFORMATION

- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which the taking of leave may be restricted

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Ethics, Equal Opportunity, Occupational Health and Safety, Conflict of Interest (including Conflict of Interest in Research), Paid Outside Work, Personal Data Protection, Conduct of Research, and Staff/Student Relationships.