SENIOR HR SERVICES OFFICER

SCHOOL/UNIT: Human Resources  
SUB-UNIT: HR Services  
CLASSIFICATION: HEW Level 6A  
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 HR Services Officer will deliver superior administrative services in an accurate and timely manner through the use of contemporary work practices and tools, in areas that include but are not limited to payroll, compensation and benefits, teaching permits and employment visas. The Senior HR Services Officer will also provide administrative support for projects and programs with a focus on excellence in process and judgment and provision of sound and timely advice and support to staff and other stakeholders as required.

Reporting Line: The position reports to the Senior Manager – HR Services
Supervisory Responsibilities: Not applicable
Financial Delegation: Not applicable
Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Deliver the operational needs that are required of a modern university, according to prescribed procedures and statutory requirements
2. Implement administrative reforms, innovation and digitization of business practices and operational processes to significantly enhance service efficiency
3. Administer relevant HR systems, staff records and facilitate periodic reporting of trends and analytics with high level of confidentiality and data accuracy
4. Provide high levels of customer service (internal and external stakeholders) in accordance with best practice guidelines and service level targets

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   - A relevant qualification; or
   - extensive experience in payroll management with SAP experience; or
   - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. A strong knowledge and aptitude to adopt contemporary work practices and tools that are expected of a modern workplace
3. A self-starter who is able to make quick decisions on basic operational matters and work in a collegial manner to make recommendations for improvements in related processes and systems
4. Excellent administration skills and a demonstrated capacity to coordinate effective operational processes and systems
5. Strong organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines
6. A strong commitment to excellence in customer service and a hands-on approach to service provision

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 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.