DIRECTOR HR SERVICES AND ANALYTICS

DEPARTMENT/UNIT          Human Resources

FACULTY/DIVISION          Portfolio of the Chief Operating Officer & Senior Vice-President

CLASSIFICATION           Executive

WORK LOCATION             211 Wellington Road, Mulgrave

ORGANISATIONAL CONTEXT

Monash University is an energetic and dynamic university committed to high quality education, outstanding research and international engagement. A member of Australia’s Group of Eight research-intensive universities, and consistently ranked among the top 100 universities worldwide, Monash is a university seeking to make a difference in everything we do, through seeking new answers and solutions to the challenges facing our world.

With a presence on four continents and the strongest international competitive research funding record of any Australian university, Monash is fast emerging as a truly global university. Our global footprint includes our four Australian campuses, Monash University Malaysia and centres in India, Italy and the People’s Republic of China. Our alliance with the University of Warwick in the United Kingdom represents a world-first in university collaboration, spanning shared degrees, joint academic appointments and research projects.

With approximately 78,000 students (and 330,000 alumni) from over 170 countries, Monash is Australia’s largest university. Our strategic plan, Focus Monash, articulates the goals that will shape our future to 2020 and beyond: to be Excellent, International, Enterprising and Inclusive. Further information on Monash University is available at monash.edu.

POSITION PURPOSE

The Director, HR Services and Analytics, Monash HR is responsible for the strategic and operational leadership of four HR Centres of Expertise:

- **Payroll** (Administration Production and Governance) – this team produces and delivers quality, responsive, timely and accurate payroll and superannuation services to meet the University’s requirements. The team also partners with E-Solutions (our ICT Division) to deliver compliant and functional HR systems for the requirements of an 18,000 person workforce.

- **Workforce Analytics** – this team delivers workforce analytics that enables the University to manage its current workforce and plan for its future workforce. The team provides a range of governance, reporting, analytics and modelling services related to the University’s workforce and HR service delivery data.

- **HR Business Support** — this team delivers operational excellence and streamlined internal process initiatives in managing all aspects of employee lifecycle variations with a strong focus on fixed-term renewals, casual and adjunct engagements and visitor invitations.
• **Access HR** – this team delivers a quality and timely Tier 2 HR advisory service in responding to 70,000 phone and email staff enquiries annually.

A key focus of the position is to improve the client (being our workforce) experience with the use of technology solutions, improved and streamlined services and improved operational efficiencies through identifying better ways to deliver services.

Building the University’s workforce analytical capability to manage its current and plan for its future workforce needs is a key priority.

This role works collaboratively with colleagues in eSolutions, the University’s ICT division, to ensure we have the requisite payroll and workforce technologies to meet our workforce challenges. In the future, this may include moving payroll from the current SaaS platform to a cloud based solution.

**Reporting Line:** The position reports to the University’s Chief HR Officer (CHRO) who provides broad supervision. The position is a member of the HR Directors’ Group and is one of 5 Director roles reporting to the CHRO

**Supervisory Responsibilities:** This position provides direct supervision to 2 staff members and leads a team of approximately 60 team members

**Financial Delegation:** In accordance with the University delegations schedule

**Budgetary Responsibilities:** $6.7m operating

**KEY RESPONSIBILITIES**

1. **Lead the development and planning of future directions in payroll, workforce analytics, HR data governance and reporting and operational HR services for the University including:**
   - Developing and implementing the University’s workforce analytics blueprint and data ethics protocol
   - Working with eSolutions on re-platforming payroll from SaaS to a cloud platform

2. **Develop and implement an operational environment aimed at fostering and maintaining a culture of high quality and continuous improvement in services, including:**
   - Identifying areas of opportunity to improve employment lifecycle processes, functionality and work flow, and maximise technological capabilities to reduce manual processes and to improve data management and efficiency
   - Establish performance metrics for the teams to set clear benchmarks for performance and to provide an effective basis for process improvement and future decision-making
   - Maintain and improve an operational infrastructure for the delivery of HR Services and Workforce Analytics including Payroll services, HR operational services, compliance monitoring, HR enquiry management and provision of HR analytics

3. **Provide professional guidance and mentoring of staff members and identify capability building strategies and opportunities for staff to enhance individual and team performance**

4. **Actively participate as a member of the HR Directors’ Group and demonstrate leadership support for all HR initiatives and activities**

5. **Actively contribute to a ‘One HR’ culture through modelling inclusive leadership behaviours and developing a positive culture of collaboration across teams**

6. **Ensure that the payroll function remains compliant with relevant legislation and industrial instruments**

7. **Ensure there is a robust disaster recovery and business continuity plan for key HR systems**

8. **Enhance HR’s internal and external communication in collaboration with key stakeholders; providing consistent streamlined messaging to improve access and understanding of HR’s policies, procedures and processes. A specific focus to drive an uplift in usage of HR Self-Service tools and options is required**
9. Prepare comprehensive reports, plans and briefings and present on workforce information and analysis, payroll issues, HR operational issues programs, strategies and initiatives and their impact on policy development and operational issues

10. Engage in appropriate budget forecasting, workforce and infrastructure planning for the branch, to enhance the working environment, improve overall HR capacity and underpin informed decision making processes

11. Provide authoritative and strategic HR advice, leadership and expertise to senior management, Monash HR staff and key stakeholders across the University and the management of major risk factors

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - A postgraduate qualification in a relevant discipline and extensive experience in contributing effectively at a senior HR management level in a large and complex organisation; or
   - an equivalent combination of relevant knowledge training and experience

**Knowledge and Skills**

2. Significant proven capacity to provide vision and leadership to the development and maintenance of a HR operations function, including leadership of direct reports and staff in order to provide optimal quality and an effective and efficient service delivery

3. Extensive experience in managing a large complex payroll and workforce analytics function ensuring compliance with current industrial agreements and legislation

4. Experience in managing HR systems and developing plans to maintain system currency in changing operating environments

5. Exceptional analytical and conceptual skills and proven ability to support the HR function by analysing data and information to derive conclusions and make recommendations

6. Proven ability to adapt to new situations and deliver positive, innovative solutions to complex strategic and operational issues

7. Proven ability to examine and evaluate operations and develop and/or re-engineer operating strategies, systems and procedures

8. Extensive experience in successfully implementing change initiatives

9. Excellent consultative, verbal communication and interpersonal skills, with a significant capacity to persuade and negotiate with clients and stakeholders across all levels of the organisation

10. Strong ability to make sense of complex technical issues and disseminate relevant information to broader groups

**OTHER JOB RELATED INFORMATION**

- The incumbent may be required to undertake work or attend meetings on any other University campus or alternative business location from time to time
- Work outside of normal business hours may be required
- The incumbent will be required to hold a current Police Check
- The incumbent will be required to hold a Finance Check
LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.