

Position Description

HR Assist Team Leader

Position No:	NEW
Division:	Human Resources
Department:	HR Services
Campus/Location:	Melbourne (Bundoora)
Classification:	Higher Education Officer Level 7 (HEO7)
Employment Type:	Fixed Term, Full-Time
Position Supervisor:	Manager, HR Assist
Number:	50062595
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Working at La Trobe - <http://www.latrobe.edu.au/jobs/working>

For enquiries only contact:

TBA

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HR Assist Team Leader

Position Context

The Human Resources (HR) Services unit is located within Human Resources and provides a professional consultancy and advisory service to the University community. The HR Assist team is responsible for providing day-to-day support for client queries relating to operational HR matters and works closely with our Payroll Services team, as well as all HR teams, to ensure the operational requirements of strategic projects and initiatives are implemented.

The HR Assist Team Leader is responsible for the supervision of a team of HR Assist Advisors and HR Administrators who manage services including Level 1 support through AskHR, helpdesk phone management, onboarding and contract delivery for La Trobe University. The role also encompasses delivery of second level HR support, working closely with Senior HR Business Partners and includes both over the phone and face-to-face HR support for the wider business.

Key Areas of Accountabilities

- Managing a team of up to 7 direct reports split between HR Assist Advisors and HR Administrators
- Provide coaching, solutions, interpretation and generalist HR advice to the University for a set portfolio
- Drive performance and results on workload through direct reports meeting set KPI's and SLA
- Provide advice and play a key role in change processes in consultation with the Manager, HR Services and Systems
- Write and present information briefings on a range of HR related topics
- Consult on issues related to workplace relations and performance management, engaging with key stakeholders within HR to ensure continuity in advice being provided
- Provide advice and assistance on the La Trobe Collective Agreement, policies, procedures and employment legislation
- Team preparation of weekly/monthly/quarterly HR reports and provide resource support to the team as and when required
- Support the monitoring, tracking and reporting of HR Assist matters
- Work with the Manager, HR Services and Systems to provide updates on team workload and direction of wider workload output
- Prepare a range of written communication requiring analysis and interpretation of issues
- Analyse key trends of Service Now tickets and identify areas for improvement between HR and Business areas
- Undertake and contribute to projects which support the continuous improvement of HR processes

Key Selection Criteria

- Completion of a HR degree with 4 years' experience or equivalent alternate combination of relevant knowledge, training and/or experience
- Strong demonstrated experience, knowledge and understanding of multiple awards, Human Resource policies and procedures, legislative, regulatory and statutory requirements and the ability to provide advice on these matters
- Supervisory experience of a small HR administrative team
- Broad knowledge of a range of generalist HR functions including superannuation, salary packaging and position management
- Demonstrated knowledge in the use of HR Systems (preferably SAP or Successfactors) and Microsoft Office, in particular Word and Excel
- Excellent time management, analytical and problem solving skills with demonstrated ability to work autonomously or within a team in an environment characterised by nuances and ambiguity

- Strong stakeholder and communication skills, both verbal and written with the ability to plan, organise and set priorities

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Position Flexibility

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- *We are **Connected**: We connect to the world outside — the students and communities we serve, both locally and globally.*
- *We are **Innovative**: We tackle the big issues of our time to transform the lives of our students and society.*
- *We are **Accountable**: We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.*
- *We **Care**: We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.*

For Human Resource Use Only

Initials: JG Date: Oct 2020