Position Description

Manager, HR Systems

Position No:	NEW
Business Unit:	Chief Operating Officer
Division:	Human Resources
Department:	HR Services
Classification Level:	HEO9
Employment Type:	Full Time Continuing
Campus Location:	Campus Independent
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

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

Position Context/Purpose

The HR Services function is located within Human Resources and provides several services to support La Trobe University in the management of employee related information in particular the payroll processing, support of HR systems, payroll compliance and helpdesk support.

We have become a function focused on innovation and automation to reduce the manual work within both our HR Services areas and our university business functions.

The Manager, HR Systems is responsible for supporting a team of 3 HR systems professionals to manage the operational effectiveness of the core HR Systems:

- SAP
- SuccessFactors Employee Central (EC)
- SuccessFactors Performance and Goals (Career Success)
- Workforce Software (WFS Timesheets)
- Pageup (Recruitment)
- SAP Litmos (Staff Inductions)
- People Pulse (Staff exit survey tool)

The team supports the HR systems used across the Division, all linked to employee related data and payments. Focusing on operational efficiency, system controls, resource capability and effectiveness of system functions. The Manager, HR Systems will be responsible for uplifting the existing team to support the relevant workload required to manage these core systems.

HR Services in a high functioning team that focuses on providing the best service and support to our employees and to ensure the operational requirements of HR workload, projects and initiatives are implemented successfully and in compliance with statutory and legislative requirements.

This position is not a technical SAP role but instead managing the operational efficiency of the HR Systems.

Duties at this level will include:

- Provide strategic support and advice within HR Services requiring integration of a range of internal and external system processes and demands, and an ability to achieve objectives operating within complex organisation structures.
- Have independence in the allocation of resources within constraints established by senior management.
- Make significant high level creative, planning and management contributions.
- Identify trends, strengths, weaknesses, opportunities and risks in professional area of responsibility that may have an impact on the University to enable appropriate and timely action to be administered, reporting where appropriate.
- Participate in the annual business planning process to support strategic direction of own work area.
- Substantial management responsibility, usually for a diverse set of functions, including responsibility for allocating resources, setting and reviewing longer term performance criteria and objectives.
- Interact with senior colleagues across all areas of the University, with internal and external committees and other external bodies, providing high level input.

Develop and enable the capability of staff within the work area by monitoring and continuously managing their performance and mentor them to better meet current and future role requirements. In doing this, provide staff with constructive feedback and support for high quality performance contributions.

Specific Accountabilities for this Position include:

- Leadership of a HR Systems functions to support a complex working environment with multiple systems and data support. Leading by example with a hands-on approach to successfully coach and develop a team of analysts and processing officers.
- Accountable for HR Systems performance ensuring that relevant HR Systems within span of control are operating efficiently from an operational perspective.
- Responsible for an annual plan of system upgrades, legislative system impacts and robotic innovation events. Responsible for embedding this plan into the wider HR Services team engaging resources as required
- Creation of an annual robotics plan to seek and identify continuous improvement opportunities within the areas of HR Transactional system processes. Responsible for identifying process, oversee design and testing in collaboration with Service Innovation and embed process controls into HR systems personnel to manage ongoing robots.
- Regular monthly touchpoints with Software vendors and IS department on system performance monitoring and currency, building strong relationships with those involved.
- Accountable and responsible for strong planning with software vendors and IS staff on system upgrades, support packs and new core system functionality in line with business requirements, end of financial year and Service Level Agreements.
- Accountable for supporting the HR System Analysts to identify improvements to the HR System operation through automation and more innovative ways of managing core functionality. Leading by example and creating opportunities for learning within the team.
- Provide strong support to the Manager, Payroll and Compliance to support the payroll staff with relevant systems knowledge partaking in relevant advisory sessions with payroll staff.
- Strong escalation management of significant system issues to relevant areas of the university, managing issues that affect payroll delivery efficiently and are well documented.
- Responsible for upskilling yourself and the team with relevant system enhancements knowledge and seeking regular input from team members on key areas of development in this space.
- Drive the focus and delivery on HR automation into the Division with regular touchpoints with the Service Innovation team.

Essential Criteria

Skills and knowledge required for the position:

- Extensive management expertise and supporting experience, or a degree or postgraduate qualifications and extensive relevant experience, or an equivalent alternate combination of relevant knowledge, training and/or experience.

- Demonstrated ability to develop and implement innovative policies and practices in pursuit of continuous improvement.

- Demonstrated ability to establish and maintain sound working relationships internally and externally and to communicate effectively on a range of sensitive and complex issues.
- Proven record of developing innovative solutions and practical implementations for strategic change.
- Strong interpersonal skills including ability to negotiate, motivate, influence and build relationships.
- Demonstrated experience working with and influencing senior management.
- Proven experience and success in managing staff performance and development.
- Ability to separate support between technical and operational management aspects of core HR Systems. This is not a typical technical analyst position and requires an operational understanding of HR/Payroll functions to support non-technical team members and payroll staff.

Specific skills and knowledge required for the position:

- 5+ years' experience working in a similar role and able to demonstrate strong management skills of an operational systems function in a HR/Payroll or Finance department.
- Strong MS Office experience with advanced knowledge of Excel and other analytical tools
- Ability to identify new developments in technology that will add benefit to the HR Services workload and build a plan to embed this including the ability to highlight functional aspects of the solution and project methodology to assist or lead its embedding.
- Maintain positive relationships and collaborate with team members, customers and vendors to achieve a joint outcome.
- Understanding of project methodologies gained from recent project upgrades or implementations.
- Understanding and use of system reporting tools such as Power BI, crystal, spinifex, etc.

Capabilities required to be successful in the position:

- Demonstrated commitment to reflective practice and self-development, identifying and challenging own biases, responding to others with empathy and evaluating the way own behaviour impacts team culture and performance.
- Ability to inspire and motivate others towards shared objectives, actively facilitate communication and two-way feedback across the University and create a safe, inclusive, high-performing team culture – consistently modelling and enabling accountability, connection, innovation and care.
- Demonstrated creative, critical and systems thinking, ability to promote a culture of innovation within local area, enabling staff members to evaluate current work practices and identify solutions to local and organisational problems.
- Ability to operationalise strategy, adapt quickly to disruption and actively contribute to a healthy team culture to successfully navigate change – implementing improvements to local and organisational practice.

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.
- SAP, SuccessFactors or a relevant HR system certification will be highly regarded but not essential
- Project methodology or certification within either of these 3 disciplines PMBOK, Prince2, Agile knowledge will be highly regarded in this role but not essential

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

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.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

We are forward-looking and culturally inclusive. We continuously review, improve and transform our processes to embrace new, flexible approaches. That means you'll always have the opportunity to succeed and make a difference.

La Trobe's Cultural Qualities:

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 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 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