POSITION DESCRIPTION

Position Title: Senior Training and Support Officer
Organisation Unit: Human Resources
Position Number: TBC
Type of Employment: Full-time, fixed term appointment up to 12 months
Classification: HEW 7

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (65). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia's Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniqquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

UQ Human Resources is responsible for enabling achievement of the University’s strategic ambitions through attracting, developing and retaining talented, engaged and high performing staff. This, in turn, enables University staff to better support our current and future students. Human Resources provides high quality human resource management guidance and expertise, through effective policy development, constructive advice and efficient administrative services. We are building a team of strategic HR professionals to provide outstanding, client focused, proactive and effective solutions and services for all UQ staff.

The key specialist service areas of Human Resources are:

- Client Services and Remuneration
- Workplace Relations and Organisational Change
- Workplace Diversity and Inclusion
- Organisational Leadership and Development

Human Resources at UQ operates within a highly devolved environment with Human Resources staff located in Professional Services teams in Faculties, Research Institutes and Central Divisions, supported by HR specialist service teams.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

To provide Human Resources and Clients with support and training relating to HR systems and processes via a number of channels including online and face-to-face training. The Senior Training Officer is responsible for ensuring that all support and training is consistent, accurate and reflects current policies, processes and procedures as directed by Senior Manager, HR Operations. The Senior Training Officer, will also be responsible for contributing to a knowledge centre to meet future needs.

Duties

Duties and responsibilities include, but are not limited to:

- Provide expert advice, training and support to Human Resources staff and staff on HR related system modules and applications including Aurion (version 11) and UQJobs (PageUp) and other HR related applications.
- Contribute to the design of Tier 0 / Self Service activities via website and future CRM functionality.
- Analyse, document and liaise with Subject Matter Experts and Clients to resolve issues affecting the operation and effectiveness of supported systems.
- Oversee HR related system reporting and establish and monitor controls and/or design interventions to ensure the highest level of accuracy is maintained.
- Undertake User Acceptance Testing (UAT) as required when new systems are implemented and during times of system upgrades and patches.
- Supervise a Training Support Officer on a day-to-day basis.
- Build and maintain training materials via various channels (i.e. web based, 1:1 and classroom) for Human Resources systems training, ensuring it is consistent, accurate and reflects current policy, procedures and system usage.
- Contribute to the continual improvement of training material and courses and corresponding websites.
- Work with the Senior Manager, HR Operations to document and improve HR guides and processes.
- Work with the Senior Manager, HR Operations, and the wider HR and UQ Community to advice on client training requirements.
- Contribute to the analysis of training and support performance through various statistical and reporting methods.
- Prioritise tasks and maintain sound organisational and time management practices in order to meet deadlines.
- Perform other such duties, consistent with the above, as may be required by the Director of the Section from time to time.
- Be an active member and participant to the HR Systems Advisory Board (HRSAB)

**Other**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- the University's Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
- the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

**Organisational Relationships**

The position reports to the Senior Manager, HR Operations (working title, TBC) and supervises a Training and Support Officer.
SELECTION CRITERIA

Essential

- Completion of a degree in a relevant discipline and 4 years’ subsequent relevant experience and expertise in training and support within a complex HR environment; and Certificate IV in Training and Assessment; or an equivalent combination of relevant experience and/or education/training.
- Experience in developing and delivering training in Human Resources / Payroll or relevant applications.
- Demonstrated experience in providing high-level analysis and proactive front and back end system support to a wide range of clients to address system issues.
- Demonstrated ability to identify opportunities for improved services and to implement solutions, which may be system, business, process or technology-based.
- Demonstrated ability to develop and deliver client focussed innovative solutions to business process and system issues and to conduct detailed analysis of data and processes.
- Knowledge of and ability to interpret and apply university policy and procedure
- Competent in the use of relevant web applications
- Demonstrated experience in the use of Aurion or other Human Resources systems.
- Advanced interpersonal and communication skills, including presentation, active listening group interaction management, negotiation and conflict management with the ability to provide advice to staff at all levels of the University by telephone, email and in person.
- Ability to prioritise own workload, work independently and meet deadlines.

Desirable

- Experience with Aurion (version 11) and UQ Jobs (PageUp) and other HR related systems

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.