POSITION DESCRIPTION

Position Title: Training Support Officer
Organisation Unit: Human Resources
Position Number: TBC
Type of Employment: Full-time, fixed term appointment up to 21 December 2018
Classification: HEW 6

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://uniqest.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

The Training Officer role is to provide support to the Senior Training Officer in the management of Human Resources systems support and training. The Training Officer is responsible for creating and updating training materials, websites, communication portals and delivery of training courses under the direction of the Senior Training Officer.

Duties

Duties and responsibilities include, but are not limited to:

- Provide advice and support to Human Resources staff and the wider University Community on HR related system modules and applications including Aurion (version 11) and UQJobs (PageUp) and other HR related applications
- Assist with the design of Tier 0 / Self Service activities via website and future CRM functionality.
• Act as a first point of contact for system users on production issues that affect the end user community and work with the HR Systems & Analysis team.

• Act as a first point of contact for Human Resource system training requirements.

• Report issues affecting the operation and effectiveness of supported systems for resolution.

• Liaise with the HR Systems and Analysis Team to maintain and update template communications generated by HR related systems.

• Maintain and update HR forms located on the HR website.

• Assist the Senior Training Officer to document and improve HR guides and processes.

• Undertake User Acceptance Testing (UAT) as required when new systems are implemented and during times of system upgrades and patches.

• Contribute to training material development 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.

• Assist the Senior Training Officer in gathering and maintaining information for analysis of training effectiveness.

• Prioritise tasks and maintain sound organisational and time management practices in order to meet deadlines.

• Assist Professional Services Teams during peak periods with duties relating to HR Systems and arrangements.

• Perform other such duties, consistent with the above, as may be required by the Director of the Section from time to time.

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 Training Officer (working title, TBC).
SELECTION CRITERIA

Essential

- Completion of a degree in a relevant discipline plus demonstrated experience in training and the provision of support within a complex HR environment, or an equivalent combination of relevant experience and/or education/training.
- Experience in developing and delivering training in Human Resources / Payroll applications.
- Fundamental understanding or the ability to acquire knowledge of university policy and procedures.
- Competent in the use of web applications.
- Ability to make initial assessment of training/system requirements with a continuous improvement approach.
- Well-developed communication skills, including presentation, active listening group interaction management, and the ability to communicate effectively with to staff at all levels of the University.
- Experience or exposure in the use of Aurion or other Human Resources systems.
- 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
- Certificate IV in Training and Assessment would be highly regarded.

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.