POSITION DESCRIPTION

Position Title: HR Advisor
Organisation Unit: Human Resources
Classification: HEW Level 6

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) is one of Australia's leading teaching and research universities. For more than a century, UQ has educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks among the world’s top universities, and with a strong focus on teaching excellence, UQ has won more national teaching awards than any other Australian university. UQ’s 264,000 graduates are an engaged network of global alumni spanning more than 170 countries, and include approximately 14,000 PhDs. More than 52,000 current students, including more than 16,400 postgraduate students and approximately 18,000 international students from 135 countries, currently study across UQ’s three campuses in South East Queensland.

UQ’s six faculties, eight globally recognised research institutes and more than 100 research centres attract an interdisciplinary community of 1,500 scientists, social scientists and engineers who champion research excellence and continue UQ’s tradition of research leadership. This is reflected in UQ being awarded more Australian Research Council funding ($25.8 million) for fellowships and awards commencing in 2017 than any other Australian university. UQ is also one of only three Australian members of the global Universitas 21; a founding member of the Group of Eight (Go8) universities; a member of Universities Australia; and one of only three Australian charter members of the global edX consortium for massive open online courses (MOOCs).

Human Resources

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 cost effective solutions and services for all UQ staff.
The key specialist service areas of Human Resources are:

- HR Client Services (incorporating client relationship management, business partnering and advisory)
- People Services (incorporating employee and recruitment services)
- Workplace Relations
- Workplace Diversity and Inclusion
- Organisational Leadership and Development
- Workforce Analytics
- HR Policy and Governance

**DUTY STATEMENT**

**Primary Purpose**

The HR Advisor is accountable for the effective provision of HR advice and administration support to meet the operational and service delivery needs of a defined client group. The role is the initial point of contact for the day to day delivery of clear and accurate HR advice and support to leaders and staff at all levels, ensuring consistent application of the HR policy framework to meet the diverse needs of the client group.

The role is responsible for coordinating the end to end delivery of core HR services to staff including recruitment and selection, induction, staff development and benefits programs, performance appraisals, leave, and support to clients with accessing specific specialist services such as immigration, salary packaging, and superannuation. This also includes coordinating approvals on key decisions and actions and where necessary escalating complex and sensitive matters. As a member of the Professional Services team, the HR Advisor supports the implementation of HR projects and initiatives aligned to client business unit needs and the broader University HR strategy. The role ensures all HR advice and support services are in compliance with relevant policies and/or external legislative and regulatory controls.

**Duties**

Duties and responsibilities include, but are not limited to:

- Build and maintains strong working relationships and rapport with key stakeholders across the client group, acting as the trusted adviser to clients in the delivery of high quality, well aligned and reliable services that meet their needs.

- Manage the delivery of clear, accurate and responsive HR advice to meet the day to day operational needs of the client group, including procedural advice on case management matters, staff grievances, performance management, and employee relations issues, as well as technical guidance and policy advice regarding the management of new and continuing appointments, contract variations, leave queries, and contract renewals.

- Monitor emerging and current HR issues and trends, identifying the implications for the ongoing provision of HR advice and support within the parameters of the HR policy framework, and

- Contribute to the development, and support the implementation of, client HR strategies and plans aligned to current and future HR issues, client service plans, business unit objectives, the UQ HR strategy, and the ongoing operational needs for
Manages the compliance of all HR advice and services with governance protocols, ensuring that University policies and procedures, as well as legislative requirements, are followed and adopted appropriately and consistently in the client portfolio.

Manages the capture and review of client satisfaction feedback on the quality, efficiency and effectiveness of HR advice and services provided against agreed standards, identifying issues and gaps, and implementing changes and improvements.

Establishes meaningful individual performance goals and objectives with the line manager and actively seeks feedback, coaching and guidance on ways to achieve key results and outcomes.

Conduct induction programs as part of the on-boarding process for all new starters across the client group, and other staff training programs are required, ensuring new hires are well informed, prepared and supported to commence their work, and training relevant to the role is successfully completed.

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 HR Advisor reports to the HR Business Partner, who is a source of leadership, coaching, and guidance. The HR Advisor will work closely with HR specialist services and an assigned client portfolio.

SELECTION CRITERIA

- Degree qualifications in HR, Business or a related field with subsequent relevant experience in HR, management and/or equivalent combination of relevant training and professional experience.

- Experience providing end to end HR policy advice and administration support across a range of HR processes including recruitment, performance management, policy advice, within established policy frameworks to meet desired outcomes and results.

- Ability to apply structured problem solving approaches and good judgement to analyse, manage and resolve a diverse range of sensitive HR issues.

- Ability to establish and maintain productive working relationships with key stakeholders and establish and become a trusted adviser to key clients.
• Strong communication, negotiation and influencing skills to support delivery of HR policy advice and the implementation of key HR and change initiatives.

• Experience working in professional advisory and/or service delivery functions in complex stakeholder and policy environments.

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 for further information and points of contact if you require additional support.