POSITION DESCRIPTION

Position Title: Process Lead, HCM Program (HRIS Functional Analyst)
Organisation Unit: Strategic Program Office
Position Number:
Type of Employment: Fixed Term until 31 December 2020
Classification: HEW Level 8

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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42). QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 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://uniquest.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

The University operates in a rapidly changing environment within a global marketplace, where institutions strive for higher levels of excellence and reputation. Australian universities face increased financial pressures, regulatory changes arising from the 2014-2015 Federal Government budget announcement, reputational pressures and changing client expectations (student, industry and government).

Within this context, UQ seeks to review its services, to ensure that UQ remains competitive and sustains success in the longer term. A focus on continuous improvement as part of every person’s contribution to the future of UQ is vital to ensuring a service oriented culture. The University’s Strategic Program Office will enhance UQ’s ability to deliver its core functions of learning, discovery and engagement.

This University-wide program will adopt a One UQ approach with shared commitment and responsibility to enhance the student and staff experience by transforming internal business operations. The program seeks to:

- Enhance the student experience and increase student satisfaction levels
- Improve the workplace experience for staff members
- Ensure a better use of UQ’s resources through improved operational efficiency and effectiveness with freed resources reinvested in learning, discovery and engagement.

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 University is acquiring new Human Capital Management, Workforce Management and Payroll Systems that will function as the Human Resources enterprise systems. Leading the process workstream of the program, the Process Lead will be responsible for managing the design and development of processes and documentation to support the system implementations. This role will ensure processes are optimising the use of the systems from a business & end user perspective.

Duties

Duties and responsibilities include, but are not limited to:

- Lead the process stream of the HCM program. Steering the scope and shape of work, ensuring cross University links are made, and that resources are prioritised in
line with Steering Committee expectations. Oversee the management of all process aspects of the program lifecycle including planning, benefits realisation and closure

- Develop the process stream section/s of the program plan
- Assist in the definition of project scope and objectives, involving all relevant stakeholders
- Assist in the preparation and development of committee papers to maintain effective program governance.

- Review and document business requirements, accurately reflecting the needs, constraints and dependencies of proposed processes
  - Undertake a current state process analysis, identifying gaps and risks.
  - Ensure requirements are scoped for all in scope populations e.g. employees, academic title holders, HDRs, volunteers
  - Liaise with stakeholders to determine business processes giving consideration to current and emerging business requirements within the context of University rules and policies and internal, external and legislative requirements.

- Implement the program plan for the process workstream
  - Create and maintain comprehensive program documentation
  - Manage the staff within the process team and across the subject matter expertise population to ensure day-to-day operational efficiency and the goals of the program. This includes working with stakeholders both within UQ and the implementation partner
  - Ensure process workstream milestones and other deadlines are met
  - Coordinate project process activities, including: requirements gathering, process development, updating university sites, go live; and support

- Provide quality management throughout the program, ensuring that relative to the triple constraints of time, cost and quality, quality is not forfeited in relation to meeting the needs of end users
  - Develop and maintain frameworks and metrics to measure the success of the process workstream and ensure collection of data for compliance monitoring
  - Manage process workstream risks, including updating of the program risk management register and ensuring that mitigation measures are actioned / escalated as required

- Working closely with HR and change management staff, contribute to the effective management of functional change, including input into change management plans, and communication with stakeholders ranging from user groups to the wider UQ community.

- Any other duties as reasonably directed by your supervisor.
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 Program Manager, HCM.

SELECTION CRITERIA

Essential

- Progress towards postgraduate qualifications with extensive experience; or extensive experience and management expertise; or an equivalent combination of experience, education and training.
- Subject matter expertise in human resources with a strong track record in project management with a focus on process design and implementation.
- Proven ability to develop and document business requirement specifications including designing and documenting detailed process flows to support business solutions.
- Proven ability to implement programs, procedures and policies that will contribute to increased operational efficiency.
- Excellent interpersonal skills and problem solving ability, with the ability to effectively build relationships with a diverse group of stakeholders, colleagues, and staff.
- Excellent people management skills, with a demonstrated ability to manage, motivate, mentor and lead a team of subject matter experts in a changing environment with deadlines and tight timelines.
- Demonstrated high level of accuracy and attention to detail and quality and timeliness of completed work, including written reports and presentations. Effective oral and written communication skills for a diverse audience.
- Ability to work autonomously and be self-motivated, combined with a high level of initiative, drive and enthusiasm. Strong work ethics and willingness to go the extra mile to accomplish tasks in a fast-paced environment.
- Proven experience in implementing change in a large and devolved organisation.
- Commitment to upholding the University’s values, and with the outstanding personal qualities of openness, respectfulness and integrity.
Desirable

- Experience working in the higher education sector.

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.