

## POSITION DESCRIPTION

<b>Position Title:</b>	Employee Services Assistant
<b>Organisation Unit:</b>	Human Resources
<b>Classification:</b>	HEW Level 4

## 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.

### 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
- People Services
- Workplace Relations
- Workplace Diversity and Inclusion
- Organisational Leadership and Development
- Workforce Analytics
- HR Policy and Governance

# DUTY STATEMENT

## Primary Purpose of Position

The Employee Services Assistant is responsible for the efficient and effective payroll administration and entry of employment-related data into the University's HRIS to support the delivery of high quality day to day operational HR activities.

This includes the timely, accurate, and efficient processing of HR transactions and data related to recruitment, secondment, transfers, appointments, immigration, leave, academic study programs, payroll and remuneration administration.

The position also contributes to the review and development of standardised processes and operating procedures, ensuring employment-related information is managed and stored in a way that supports the achievement of high standards of HR service delivery and quality.

## Key Responsibilities:

- Provides efficient, consistent and accurate HR transactional processing and data entry to support the delivery of high quality day to day HR advice and services that meet the needs of a dedicated client portfolio.
- Processes employment-related data for all staff recruitment, induction, probation, appointments, secondments and transfers via the University's HRIS, ensuring relevant approvals are in place and required information has been actioned.
- Processes documentation to support staff development programs, performance appraisals, and leave arrangements to enable the effective management of staff across the client portfolio.
- Generates and maintains regular HR/payroll reports covering end to end HR activity, and implements appropriate actions, communications and workflows.
- Manages the effective filing of documentation ensuring physical record keeping and archiving is maintained in line with HR, University, and any external compliance requirements.
- Ensure awareness of and complies with legislation and University policy relevant to the duties undertaken, and exhibits good practice in relation to the same, 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
  - 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
  - The University's commitment to [Workplace Diversity and Inclusion](#)

## **Organisational Relationships**

The position reports to a Senior Employee Services Coordinator.

## **SELECTION CRITERIA**

- Associate Diploma or equivalent qualifications plus relevant experience in payroll administration or similar role.
- Demonstrated experience in using large HRIS systems with excellent computer skills using a variety of applications.
- Demonstrated problem solving and analytical skills and the adherence to high levels of data integrity as it pertains to employment-related data and documentation.
- Strong organisational skills including the ability to meet deadlines and manage competing demands without compromising standards of service or quality.
- Excellent interpersonal and communication skills in both written and verbal forms, and a strong commitment to exceptional client service

*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.*