POSITION DESCRIPTION

Position Title: Functional Lead, HCMS Program

Organisation Unit: Strategic Program Office

Position Number: 3047047

Type of Employment: Fixed Term 12 months with likely extension

Classification: HEW Level 9

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 (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). 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 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $2.15 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+.

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 has acquired new Human Capital Management (Workday), Workforce Management (Time2Work) and Payroll (Ramco) Systems that will function as the Human Resources enterprise systems. The Functional Lead will be responsible for working with the selected supplier's implementation team to ensure the effective and timely delivery of the modules in the systems. The program is overseen by the UQ HCM Steering Committee, which is chaired by the Chief Operating Officer.

Duties

Duties and responsibilities include, but are not limited to:

Project Management
- Lead the Functional HCMS work stream of the program. Steering the scope and shape of work, ensuring cross University links are made, Oversee the management

of all functional HCM aspects of the program lifecycle including planning, benefits realisation and closure

- o Develop the functional stream section/s of the program plan
- o Assist in the definition of project scope and objectives, involving all relevant stakeholders
- o Create and maintain comprehensive program documentation
- o Ensure program milestones and other deadlines are met
- o Coordinate project activities, including: design workshops, design demonstrations, identification of functional change impacts, test scenario development & execution and HR resource; go live; stabilisation and support
- o Assist in the preparation and development of committee papers to maintain effective program governance.

- Provide UQ HR subject matter expertise and advice on configuration build requirements and data elements for the solution and supporting processes.
  - o Manage the staff within the functional workstream to ensure day-to-day operational efficiency and the goals of the program. This includes working with stakeholders both within UQ and externally
  - o Work with the CHRO and senior stakeholders in HR to ensure resources are released to the program and work is prioritised in line with program deliverables
  - o Ensuring 'business as usual' HR activities across UQ are not impacted or there is limited & well communicated impact

- Engage with the implementation partner and 3rd party suppliers on functional aspects of the program
  - o Maintain a productive working relationship with internal and external stakeholders
  - o Take a lead role in the functional design authority

- Working as part of the broader HR team to ensure the HCM program strategy aligns to UQ's broader enterprise HR strategy
  - o Driving best practice for the development of the new system with alignment to the broader HR strategy
  - o Ensure that HCM program deliverables enable a seamless handover to the HR team at the end of the program.

- 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
  - o Ensure that service definitions, levels and targets are appropriate, agreed with stakeholders and that they are delivered
  - o Develop and maintain frameworks and metrics to measure the success of the program and ensure collection of data for compliance monitoring
  - o Manage program 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 development of 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.

<u>Other</u>
- 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

- Human Resources qualifications/training equivalent to postgraduate qualifications and extensive relevant experience; an equivalent combination of experience and/or education/training.
- Demonstrated project management experience and with a strong track record in delivering HR system implementations and/or business improvement projects
- Excellent organisational skills with the ability to manage projects and people effectively against differing timelines/changing priorities and an 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 negotiate, demonstrate diplomacy and tact, and effectively build relationships with a diverse group of senior stakeholders, colleagues, and staff.
- Excellent people management skills, with a demonstrated ability to manage, motivate, mentor and lead a team of staff 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.
- Commitment to upholding the University's values, and with the outstanding personal qualities of openness, respectfulness and integrity

<u>*Desirable*</u>

- Experience with Workday, Time2Work & /or Ramco systems
- Extensive experience in implementing change in a large and devolved organisation and leading projects that require significant change management practices embedded into project delivery.
- Demonstrated ability to maintain a current working knowledge of relevant emerging technologies, methodologies, patterns and best practices, and ability to utilise that knowledge in implementing best practice solutions.

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.

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

Accessibility requirements and/or adjustments can be directed to recruitment@uq.edu.au.