



## STANDARD POSITION DESCRIPTION

<b>Position Title:</b>	HR Services Assistant
<b>Organisation Unit:</b>	Human Resources
<b>Standard Position Number:</b>	HR05
<b>Type of Employment:</b>	
<b>Classification:</b>	HEW 4

### PRIMARY PURPOSE

The HR Services Assistant is accountable for the efficient and effective execution and administration of HR transaction processing and data entry activity to meet the operational and service delivery needs of the client portfolio. This includes timely, accurate and efficient HR transaction processing and HRIS data entry related to recruitment, secondments, appointments, immigration, staff leave, special studies programs, pay roll and remuneration administration.

The HR Services Assistant ensures all transaction processing and data entry activity performed follows established business processes and standard operating procedures. This includes investigating, validating and escalating data integrity issues that compromise the quality and accuracy of transactions. The role contributes to the review and development of processes and procedures ensuring transactions are executed in a way that supports the achievement of high standards of service quality, timeliness and accuracy, and are in compliance with HR policy frameworks and external legislative and regulatory controls.

### POSITION CONTEXT

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

Human Resources staff at UQ are located in Professional Services teams in Faculties, Research Institutes and Central Divisions, supported by a centralised People Services function and the HR specialist service teams detailed above.

## KEY ACCOUNTABILITIES

<b>1</b>	<b>Client Focused Strategy and Planning</b> <ul style="list-style-type: none"><li>• Maintains working knowledge of client HR plans, and understands the implications for HR transaction processing and data entry, and any requirements to realign service delivery to maintain quality, timeliness and accuracy.</li><li>• Contributes to the development of HR services planning through the identification of opportunities to achieve transaction processing and data integrity improvements and enhanced service delivery to clients.</li><li>• Contributes to the development and alignment of business processes and standard operating procedures that relate to data capture and transaction processing, and adopts required changes to required changes to all allocated work.</li><li>• Supports the implementation of HR projects and initiatives that have a dependency on HR transactional processes and HRIS data entry, and implements key service delivery requirements to meet client needs.</li></ul>
<b>2.</b>	<b>HR Service Delivery Excellence</b> <ul style="list-style-type: none"><li>• Provides efficient, consistent and accurate HR transaction processing and data entry to support the delivery of high quality day to day HR advice and services that meet the needs of the client portfolio.</li><li>• Conducts data entry processing for all staff recruitment, induction, probation, appointments and secondments in the HRIS, ensuring all approvals are in place, and the required information has been processed to enable timely and effective on-boarding and/or transition of staff in the client portfolio.</li><li>• Conducts transaction and data processing to support staff development programs, performance appraisals, and leave arrangements to enable the effective management of staff across the client portfolio.</li><li>• Generates and maintains regular HRIS reports covering end to end HR activity, and implements appropriate actions, communications and work flow arrangements are triggered (e.g. appointment expiry dates and leave accruals).</li><li>• Manages the effective filing of documentation ensuring physical record keeping and archiving is maintained in line with HR, University and any external compliance requirements.</li></ul>
<b>3</b>	<b>Key Stakeholder and Relationship Management</b> <ul style="list-style-type: none"><li>• Maintains effective working relationships with key stakeholders across the client portfolio ensuring the delivery of high quality transactional services to meet client needs.</li><li>• Seeks client satisfaction feedback on the quality, efficiency and effectiveness of HR transactional services provided against agreed standards, and identifies any opportunities for improvement in operating procedures or service quality.</li><li>• Maintains effective working relationship with the central HRIS system management team to provide feedback on HRIS system productivity, functionality, and upgrade requirements/training to ensure ongoing alignment of capability with the demand for HR transaction processing.</li></ul>

<b>4</b>	<p><b>Team Collaboration and Performance</b></p> <ul style="list-style-type: none"> <li>Establishes productive and collaborative working relationships with professionals across the Professional Services team to support the development and delivery of seamless HR advice and services to the client portfolio.</li> <li>Seeks guidance and input from the HR Services Officer for ongoing training, technical coaching and troubleshooting advice to resolve complex transaction cases or issues, facilitating capability improvement whilst ensuring the consistent application of the HR policy framework.</li> <li>Establishes meaningful individual performance goals and objectives with manager and actively seeks feedback, coaching and guidance on ways to achieve key results and outcomes.</li> <li>Identifies HR project and related opportunities that match personal development and career plans, and actively engages others to seek involvement.</li> <li>Shares relevant experience and technical guidance, with their Professional Services team and looks for opportunities that match their development needs and career goals.</li> </ul>
<b>5</b>	<p><b>Effective Project and Risk Management</b></p> <ul style="list-style-type: none"> <li>Escalates complex policy issues, or sensitive client needs, associated with requests for transaction processing that require additional expertise or HR specialist services in order to resolve and execute the transaction.</li> <li>Identifies and investigates any data integrity issues to ensure ongoing compliance with the HR policy framework, resolving any issues efficiently with the HR Officer, or where necessary, escalates complex matters to relevant managers for advice, guidance and resolution.</li> <li>Maintains compliance of all HR Services transactions with governance protocols, ensuring that University policies and procedures, as well as legislative requirements, are followed and adopted appropriately in the client portfolio.</li> <li>Ensures that a safe working environment is in place for the team, and continuously monitors and evaluates risks and opportunities for improvement, in line with University policy and legislative / regulatory requirements.</li> </ul>

**KEY RELATIONSHIPS**

Main Contact	Description
Portfolio Clients	<ul style="list-style-type: none"> <li>Maintain awareness of current and emerging HR transaction processing needs and priorities</li> <li>Develop and maintain effective working relationships</li> <li>Delivery of day to day HR transaction processing and data entry services</li> </ul>
Senior Employee Services Coordinator	<ul style="list-style-type: none"> <li>Reporting – Line Manager</li> <li>Source of leadership, coaching and guidance</li> <li>Set and review of performance and development plan</li> <li>Allocation of transactional work load</li> </ul>
HR Services Officer	<ul style="list-style-type: none"> <li>Approval of HR transactions and processing</li> </ul>
Professional Services team	<ul style="list-style-type: none"> <li>Facilitate interface and seamless services to clients</li> <li>Escalation of issues or policy advice</li> </ul>

## EXPERIENCE AND QUALIFICATIONS

1	Diploma qualifications in HR, Business or a related field with relevant experience in HRIS administration or shared services functions and/or equivalent combination of relevant training and professional experience.
2	Ability to apply problem solving and analytical skills to investigate and ensure data integrity in transaction processing, and the resolution of any issues within the parameters of the HR policy frameworks.
3	Ability to establish and maintain productive working relationships with key stakeholders and clients ensuring service delivery meets key requirements.
4	Experience working with enterprise technology and software solutions and systems, utilising multiple user modules for the submission of a diverse range of data and information sets.
5	Ability to work effectively within a team environment, whilst taking full accountability for the efficient delivery of set tasks within agreed timeframes and to agreed service standards.
6	Experience working in professional advisory and/or service delivery functions in complex stakeholder and policy environments.

**The University of Queensland values diversity and inclusion.  
Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples.**