POSITION DESCRIPTION

Position Title: Team Leader (Employee Services)

Organisation Unit: People Services Unit
Human Resources

Classification: HEW Level 8

Employment: Full-Time, Fixed Term until 31 December 2020

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
- 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 Team Leader (Employee Services) leads a team of Employee Services Officers and Assistants to ensure the delivery of a timely, accurate, and customer focused employee services function including workload management, staff supervision, meeting of fortnightly payroll deadlines, and ensuring service delivery time frames are met.

The role coordinates and manages the development, implementation and streamlining of standardised business processes across Employee Services and liaises with internal HR colleagues and clients to ensure client satisfaction. The position will also be responsible for troubleshooting complex client queries where appropriate. The role ensures that the Employee Services team are processing HR/Payroll transactions in compliance with relevant policies and/or external legislative and regulatory controls.

**Duties**

Duties and responsibilities include, but are not limited to:

- Lead the efficient, consistent, and accurate delivery of end to end HR transactions processing that meet the needs of a dedicated client portfolio, including the coordination of workflow across the Employee Services portfolio team.

- Maintain working knowledge of client HR strategies and identify the implications for HR transactional service delivery and requirements to maintain service quality, timeliness and accuracy.

- Maintain up to date knowledge of HR issues and trends, labour laws, legislative requirements, upcoming system upgrades and share information with the Employee Services portfolio team.

- Lead and manage the implementation of HR projects, initiatives, and business process standardisation and streamlining that have an impact on HR transactional processes, identifying key service delivery requirements and aligning HR Services delivery to meet client needs.

- Provide operational leadership and supervision to staff in the Employee Services team, and support team members with their learning and development objectives through guidance, feedback, coaching and developmental opportunities.

- Build and maintain effective working relationships and rapport with key stakeholders across the University, ensuring the delivery of high quality transactional services,
maintain alignment with key client needs, and review client satisfaction feedback on the quality, efficiency and effectiveness of the Employee Services portfolio team, identifying issues and gaps, and implementing changes and improvements.

- Conducts strategic reviews of Employee Services delivery against client business priorities and agreed service standards, and identifies opportunities for continuous improvement.

- Engages with HR specialist service teams and peers across the HR Function, and other Professional Services teams, to promote internal best practice systems and approaches that enhance the delivery and consistency of support to clients.

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 Team Leader (Employee Services) reports to the Manager, Employee Services and manages the operational and strategic day-to-day work of a team of Employee Services Coordinators and their direct reports.
**SELECTION CRITERIA**

- Postgraduate qualifications (or progress towards completion) in Business, HR or a related field with extensive experience in HR/Payroll management and/or equivalent combination of relevant training and professional experience.

- Experience leading and managing the performance of a team of HR/Payroll professionals with end to end delivery of transactional services to clients on strict fortnightly deadlines.

- Strong computer skills including demonstrated experience in the use HR/Payroll Information Systems including *Aurion* and *PageUp People* or similar enterprise systems.

- Exceptional organisational skills with a high degree of drive, initiative, outcome orientation and the capacity to manage multiple and often conflicting priorities.

- Ability to establish and maintain productive working relationships with key stakeholders and establish and become a trusted advisor to key clients and colleagues.

- Strong communication, negotiation, and influencing skills to support the delivery of HR service and the implementation of key process improvement initiatives.

- Experience working in professional 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.*