Position Description

<table>
<thead>
<tr>
<th>Title:</th>
<th>Human Resources Client Manager</th>
<th>HEW Level:</th>
<th>HEW 9</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty/Office:</td>
<td>Human Resources</td>
<td>Position Number:</td>
<td></td>
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<tr>
<td>Department/Team:</td>
<td>HR Client Relationships</td>
<td>Date:</td>
<td>January 2015</td>
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</table>

**Position Purpose:** Provide optimal HR service and support for all stages of the employee life cycle within designated client groups.

**ORGANISATIONAL CONTEXT**

Human Resources provides support and advice relating to the attraction, selection, performance, development and remuneration of the University's workforce. It also oversees the development of leadership and management capability and ensures the University complies with relevant workforce legislation.

The HR Client Relationships team provides generalist HR services and business partnering to all faculties and divisions across the University. The team develops and implements strategies aimed at improving HR service delivery and provides advice and support across all the full spectrum of HR activities to support clients to achieve their strategic objectives.

They work closely with the HR specialist teams, including Recruitment, Employee Relations, Health and Safety, Organisation and Staff Development and Payroll to ensure optimal advice and service delivery, implement initiatives and programs aimed at improving HR service and /or meeting specific organisational needs, goals and strategies.

The Client Manager leads a team of HR professionals to provide expert advice and support to their designated client group.

**ORGANISATION CHART**

[Diagram showing the organisational structure with roles and responsibilities]
### KEY ACCOUNTABILITIES

- Partner with clients to implement strategic HR activities with the faculty and office including workforce planning and talent management and succession planning.
- Support clients to apply effective recruitment strategies to attract and retain the best candidates.
- Oversee senior appointments within the relevant client group.
- Coach, advise and support key stakeholders to manage organisational change.
- Provide HR leadership in the resolution of escalated and/or complex disputes, complaints or performance issues.
- Build and manage relationships with key internal customers and external stakeholders.
- Collaborate with key stakeholders and relevant specialist HR teams to contribute to the development and implementation of strategies aimed at improving all stages of the employee life cycle within a specific client group.
- Coach, advise and support leaders and managers to improve staff performance within their faculty, office, department or team.
- Contribute to the development and implementation of university-wide strategies aimed at improving HR services and achieving HR’s key operational imperatives.
- Manage and coach HR staff working for the client group.
- In consultation with the Manager – HR Client Relationships, design, negotiate and monitor service delivery for the faculty/office.
- Perform any other duties as required and as appropriate for the incumbent’s level of competence.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and as appropriate for the incumbent’s level of competence.

### POSITION CONTEXT

<table>
<thead>
<tr>
<th>Reports to:</th>
<th>Manager – HR Client Relationships</th>
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<tbody>
<tr>
<td>Positions Reporting to:</td>
<td>Direct: 2</td>
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<tr>
<td></td>
<td>Indirect: nil</td>
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<tr>
<td>Key Direct Clients:</td>
<td>Execlutive Dean – Medicine and Health Sciences</td>
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<td></td>
<td>Deputy Vice Chancellor</td>
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<td></td>
<td>Heads of Department</td>
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<td></td>
<td>Faculty General Manager</td>
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<td></td>
<td>Office Directors</td>
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<td>Other Key Relationships:</td>
<td>HR Director</td>
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<td></td>
<td>Managers of HR Specialist teams</td>
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<td></td>
<td>Return to Work Co-ordinator</td>
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<td>WHS Unit</td>
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<td></td>
<td>Payroll</td>
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<td></td>
<td>Execlutive Assistants</td>
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<td></td>
<td>Executive Officers</td>
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<td></td>
<td>Department Administrators</td>
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<tr>
<td>Budget Accountability:</td>
<td>Nil</td>
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<td>Role-specific Conditions:</td>
<td>Criminal checks</td>
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<td>Scope and autonomy</td>
<td>Develops and/or modifies organisation wide policies or manages specialised projects which require a high level of interpretation and subject matter expertise.</td>
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<td>Problem solving</td>
<td>Regularly develops and/or modifies organisation wide policies to identify, develop and implement new initiatives, processes and programs which impact at a University wide level or within an area of specialisation.</td>
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CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

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<thead>
<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<tbody>
<tr>
<td><strong>Influencing and Persuading:</strong> Building commitment by convincing others and winning them over to a particular point of view.</td>
<td><strong>Resilience:</strong> Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td><strong>Implementing Systems:</strong> Adopting a systematic and organised approach, and developing and utilising guidelines and procedures.</td>
<td><strong>Accountability:</strong> Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<td><strong>Setting Expectations:</strong> Stating clearly what is expected from others, clearly expressing ideas, and maintaining a precise and constant flow of information.</td>
<td><strong>Flexibility:</strong> Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Delegating:</strong> Enlisting the talents of others to help meet objectives by giving them important activities and sufficient autonomy to exercise their own judgement.</td>
<td><strong>Assertiveness:</strong> Being willing to openly express ideas and opinions and justify these when questioned.</td>
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<td><strong>Tracking Performance:</strong> Taking nothing for granted and persistently monitoring the progress of activities to ensure they are completed on time.</td>
<td><strong>Interpersonal Impact:</strong> Making a positive impression on others in a range of interpersonal contexts.</td>
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<td><strong>Giving Feedback:</strong> Letting others know in a straightforward manner what is expected of them, how they have performed and if they have met needs and expectations.</td>
<td><strong>Integrity:</strong> Maintaining confidentiality, discretion and professionalism.</td>
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<td><strong>Leading and Directing:</strong> Exerting influence in positions of authority, taking charge and directing the efforts of others.</td>
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<td><strong>Delivering Outcomes:</strong> Holding high expectations for and pushing self and others to achieve at high levels.</td>
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## REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Degree in human resources, business or related discipline.
- Knowledge of core HR functions, frameworks, models and approaches.
- Sound generalist knowledge across the range of HR practice including recruitment and selection, relocation, remuneration and benefits, performance management, employee relations, organisational development, work, health and safety and equity and diversity.

## KEY EXPERIENCES
Practical experiences and exposure to specific environment or activities related to successful performance.

- Demonstrated experience in the development and delivery of human resources policies and processes in a complex organisational environment.
- Demonstrated skill and experience in building and managing relationships.
- Demonstrated skill and experience in delivering proactive HR service, support and advice to a diverse client group.
- Experience in managing projects.
- Experience in managing and coaching high performance teams.

## ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months for successful performance.

- Knowledge of the University’s business, structure, policies and processes.
- Knowledge of HR's business, structure, policies and processes.
- Knowledge of HR systems and specialist functions.