Position Description

Title: HR Administrator
HEW Level: HEW Level 5

Faculty/Office: Human Resources
Position Number: TBA

Department/Team: HR Client Relationships
Last Updated By: Date: 17 May 2012

Position Purpose: To provide administrative support for all aspects of the employee life cycle.

ORGANISATIONAL CONTEXT

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

The HR Client Relationships team develops and manages relationships with key stakeholders and provides support and advice to staff at all levels within the faculties and offices.

They work in close consultation 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.

ORGANISATION CHART

[Diagram showing the organizational structure of the HR department, including Director, HR, Manager, HR Client Relationships, Specialist HR Teams, HR Client Manager, HR Officer, HR Enquiries Officer, HR Advisors, HR Officers, HR Administrators.]
### KEY ACCOUNTABILITIES

- Provide administrative support for all aspects of the employee life cycle from recruitment and induction up to termination.
- Respond to or escalate queries from staff about HR systems, processes and procedures.
- Respond to or escalate queries from candidates about the recruitment and online application process.
- Escalate and refer queries to HR specialist functions as appropriate.
- Contribute to the review and improvement of HR processes and procedures.
- Perform any other duties as required and as appropriate for the incumbent’s level of competence.

### POSITION SCOPE

<table>
<thead>
<tr>
<th>Number of Faculty/Office Staff:</th>
<th>56</th>
</tr>
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<tbody>
<tr>
<td>Number of Department/Team Staff:</td>
<td>15</td>
</tr>
<tr>
<td>Number of Programs/Courses:</td>
<td>N/A</td>
</tr>
<tr>
<td>Number of Clients:</td>
<td>1106 academic, 1311 professional and 1538 casual staff.</td>
</tr>
<tr>
<td>Reports to:</td>
<td>HR Client Manager</td>
</tr>
<tr>
<td>Positions Reporting to:</td>
<td>N/A</td>
</tr>
<tr>
<td>Relationships:</td>
<td>Staff at all levels and external candidates.</td>
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<tr>
<td>Financial Delegation:</td>
<td>N/A</td>
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</table>
| Organisational Knowledge:       | The incumbent needs to:  
|                                 | • understand and work within relevant faculty/office policies, systems, processes and procedures.  
|                                 | • understand how University policies, systems, processes and procedures are applied at the faculty/office level.  
|                                 | • know what other areas of the University do and how they interact with the faculty/office. |
| Judgement, Independence & Problem Solving: | The incumbent uses their knowledge and experience to identify and implement solutions to problems within the scope of established faculty/office and/or University systems, processes and procedures. |
### CAPABILITY FRAMEWORK*

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

<table>
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<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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**Planning and Execution:** Managing time and resources to complete tasks and achieve objectives.

**Quality Focus:** Ensuring accuracy and quality when completing tasks.

**Change Focus:** Adapting to new situations and dealing with change.

**Communication:** Effectively grasping and conveying ideas and concepts to others.

**Service Focus:** Making students, staff, key contacts and their needs a priority.

**Relationship Management:** Establishing effective working relationships with others.

**Perseverance:** Persevering despite obstacles to ensure tasks are completed.

**Flexibility:** Responding effectively to unexpected or changing circumstances.

**Reliability:** Meeting commitments and responsibilities.

### FUNDAMENTAL KNOWLEDGE

Technical and/or professional skills and information needed from day one for successful performance.

- Computer skills including Microsoft Office and internet.

### COMPETENT KNOWLEDGE

Technical and/or professional skills and information to be developed within the first three to six months for successful performance.

- Knowledge of HR's business, structure, policies and processes.
- Working knowledge of HR systems.
- Working knowledge of job and social media sites.
- Working knowledge of multimedia technology.
- Knowledge of HR specialist functions.

### EXPERIENCE

Practical experiences and exposure to specific environments or activities related to successful performance.

- Experience in administration and/or customer service.
- Experience providing administrative support for HR and/or recruitment.

*Note, this Capability Framework needs to be further validated.