



Position Description

College/Division:	People and Culture Division
Faculty/School/Centre:	
Department/Unit:	Remuneration & Conditions
Position Title:	HR Client Services Officer
Classification:	ANU Officer Grade 4
Position No:	
Responsible to:	Adviser, Remuneration and Conditions
Number of positions that report to this role:	N/A
Delegation(s) Assigned:	N/A

PURPOSE STATEMENT:

To provide day to day processing of, and advice on, payroll, superannuation, taxation and related matters.

KEY ACCOUNTABILITY AREAS:

Responsible, under general direction, for the full range of functions associated with processing payroll data, ensuring compliance with conditions of service, superannuation rules, policies and procedures as well as relevant industrial legislation.

Position Dimension & Relationships:

The Branch provides services to all areas of the University, and liaises with and provides advice to human resources staff in the University. Under general direction of a Remuneration & Conditions Team Leader the occupant is responsible for the day-to-day processing of payroll data and conditions of service; expected to build and maintain respectful working relationships with staff within the People and Culture Division and across the University and in particular, must work closely with staff in the Recruitment and HR Systems teams.

Role Statement:

Under general direction of the Team Leader the HR Client Services Officer will:

- Provide timely and accurate processing of all HR data (including payroll, superannuation and taxation).
- Provide practical advice on conditions of employment, policies and entitlements whilst maintaining the integrity of payroll records.
- Prepare routine correspondence as required.
- Undertake basic research and provide statistical information on a wide range of HR matters.
- Participate in a range of activities and human resource projects within and outside the Shared Services Division.
- Contribute to reviewing relevant practices and procedures within the team and administrative duties as required, consistent with the classification for the position.

SELECTION CRITERIA:

1. Year 12 and extensive relevant HR work experience and customer service training OR an equivalent combination of relevant experience and training.
2. Demonstrated experience or ability to utilise a human resource management system and understanding of the payroll process.
3. Sound understanding or ability to interpret HR policy and procedure including legislation and entitlements relating to conditions of employment.
4. Proven ability to liaise with staff at all levels, demonstrating problem solving, organisational and communication skills.

- 5. Demonstrated commitment to excellent customer service, including the ability to build strong working relationships.
- 6. A demonstrated understanding of equal opportunity principles and occupational health and safety, and a commitment to their application in a university context.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the [Background Checking Procedure](#) which sets out the types of checks required by each type of position.

Supervisor/Delegate Signature:		Date:	
Printed Name:		Uni ID:	

References:
Professional Staff Classification Descriptors
Academic Minimum Standards