POSITION DESCRIPTION

HR Quality and Compliance Officer

Position Summary
The HR Quality and Compliance Officer is responsible for working with stakeholders, across the Divisions and Faculties, to identify both compliance risks and opportunities for risk mitigation to ensure the ongoing compliance of the University in relation to HR systems and processes. The role will collaborate closely with diverse teams across HR to develop, implement and monitor relevant HR Quality and Compliance initiatives, robust procedures, and training programs to ensure compliance risks are identified and effectively managed across the University.

The HR Quality and Compliance Officer reports to the Head of HR Quality and Compliance.

Accountabilities
Specific accountabilities for this role include:

- Monitor the HR Quality and Compliance Team inbox and act as the first point of contact for all compliance related queries, triaging complex queries to the HR Quality and Compliance Consultant and other relevant functional areas as required.

- Develop, maintain and apply a depth of expertise in relation to the application of the University’s Enterprise Agreements.

- Deliver proactive, professional and accurate advice and guidance to the HR Business Partnering Team and other relevant client areas as required.

- Track, monitor and respond to compliance risks identified via HR reports and process controls, recommending improvements to address identified issues where appropriate.

- Contribute to the HR Quality and Compliance Team’s ongoing review and continuous improvement of HR policies, procedures, and guidelines in line with UNSW governance process and regulatory obligations.

- Support a culture of continuous improvement and embedded best practice in relation to HR Quality and Compliance.
• Assist in the delivery of HR Quality and Compliance strategies across both BAU and related projects to ensure UNSW meets its obligations with applicable regulations and legislation.

• Coordinate and support the delivery of a suite of training modules for employees to UNSW staff related to HR compliance, policies, and procedures, including face to face and online training modules to enhance the knowledge and oversight relating to compliance expectations across the University.

• Undertake other duties as required by the Head of HR Quality and Compliance to support ongoing compliance initiatives across the University. Liaise with internal and external stakeholders to deliver on project requirements and project priorities.

• Ensure compliance regarding confidentiality and ethical practices and ensure that privacy is maintained in carrying out day-to-day operations.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

• Tertiary qualification with relevant experience and/or an equivalent level of knowledge gained through any other combination of education, training and/or experience.

• Demonstrated experience in providing a broad range of authoritative HR or ER advice and assistance to diverse client groups on a range of complex policies and procedures.

• Proven experience in analysing and providing advice based on data and HR metrics, in line with business needs.

• Strong interpersonal skills and the ability to build and maintain positive relationships with colleagues, partners and stakeholders both internal and external.

• Proven ability to work independently to identify, analyse and solve operational problems to provide accurate and appropriate outcomes.

• Excellent attention to detail, including time management and organisational skills with a proven ability to establish priorities, meet deadlines and to work under pressure to deliver outcomes.

• Advanced level of computer literacy with excellent skills in Microsoft Office applications, PowerBI, HR systems and databases, including demonstrated ability to work with information systems and databases and ability to learn and implement new systems.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

Pre-employment checks required for this position

• Verification of qualifications