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POSITION DESCRIPTION

HRIS & Process Support Consultant

Faculty/Division

Division of Operations

Classification Level

Professional 8

Hours & Span (Category)

G - Administrative, Clerical, Computing, Professional & Research Staff

Position number

ADMIN ONLY

Shiftwork status

NOT SHIFTWORKER

Allowances

NOT APPLICABLE

On call arrangements

NOT APPLICABLE

Original document creation

7 June 2024

Position Summary

The HRIS & Process Support Consultant is a subject matter expert in HR processes and the use of HR information systems (HRIS), primarily the PeopleSoft Human Capital Management solution (PIMs) and the PageUp recruitment system (UniHire), in the recruitment and administration of human resources at UNSW. They own and design the HR Systems operational procedures to ensure the delivery of customer service excellence in user support, training, learning solutions and management of HRIS changes. The HRIS & Process Support Consultant ensures HR Systems have the optimal processes in place and provides vital cross functional team support, including being the backup for the HRIS SME and Business Analyst role.

The role of HRIS & Process Support Consultant reports to the Head, HR Systems and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Ownership and maintenance of the Oracle Guided Learning (OGL) in system-support features in PiMS.
- Own and design HR Systems knowledge base system (e.g. HR Hub) to ensure the information on using PiMS system are current and easily accessible to UNSW stakeholders and end users.

- Provide subject matter expertise in HR business processes and the associated HRIS application functions, including talent management, core HR, time and attendance, payroll, administer training, security, and integrations to support the users and HR stakeholder groups.
- Identify and drive continuous improvement initiatives related to HR Systems support processes for the Peoplesoft HR/Payroll/Time & Labor (PIMS) modules and other HRIS. This includes developing procedures and other documentation required for optimal HRIS support.
- Design and manage the course curriculum, method of delivery, user material and data, learning outcomes and course evaluation questions for classroom training sessions.
- Ownership of the HR Systems' service request management queue and provide second level support. Identify potential solutions for all HRIS BAU issues that could not be resolved by the IT Service Centre first level support.
- Provide cross functional SME support for UniHire and PIMS doing system configuration and administration, UAT, and document review.
- Provide business change management, subject matter expertise (SME), and end user support, including training, to ensure business users can use the new or modified systems.
- Drive and manage change requests to HR Systems, dependencies, risks and issues and work with relevant stakeholders to ensure appropriate arrangements, mitigations and learning roadmaps are in place.
- In collaboration with UNSW stakeholders identify and document security requirements, design, test and implement user access solutions compliant with agreed security policy guidelines.
- Develop, coordinate, and execute user acceptance testing (UAT) to ensure HR systems changes/enhancements are appropriately tested and quality assured.
- 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.
- Align with and actively demonstrate the [Code of Conduct and Values](#).
- Ensure hazards and risks psychosocial and physical are identified and controlled for tasks, projects, and activities that pose a health and safety risk within your area of responsibility.

Skills and Experience

- Tertiary qualifications in a relevant discipline with subsequent relevant experience or an equivalent level of knowledge gained through a combination of education, training and/or experience.
- Significant experience in business process/ functional analysis, business process mapping (BPM), design or support, or equivalent business experience.
- Previous experience as a HRIS and Process SME and/or training officer in the implementation, upgrade and/or support of HR systems, including the PageUp and PeopleSoft HR/Payroll/Time & Labor applications, with working knowledge of HR, time & attendance, payroll, recruitment, and onboarding functions.
- Demonstrated experience and thorough understanding of all aspects of the software development lifecycle (SDLC).

- Demonstrated experience in the development and roll out of training, including e-learning content and online learning management software with proven ability and demonstrated experience of using web content management tools. Experience with Oracle Guided Learning (OGL) highly desirable.
- Highly developed oral and written communication skills with a high level of attention to detail for deliverables produced including demonstrated capacity to communicate clearly and confidently with a range of technical and non-technical stakeholders.
- Demonstrated experience in articulating technical information for end users in an easy-to-understand manner.
- Excellent interpersonal, facilitation and negotiation skills with a demonstrated track record of working both collaboratively within a team and independently.
- Excellent time management skills, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
- Demonstrated experience in successfully supporting business change management.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

Pre-employment checks required for this position

- Verification of qualifications

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.