## Position Summary

The Human Resources Officer is part of the Human Resources Business Partnering team responsible for the delivery of generalist HR services and transactional support to the various faculties and divisions of UNSW. The position supports the interpretation, implementation and administration of the University’s HR policies and procedures at the faculty/divisional level in accordance with the requirements of the client group.

The Human Resources Officer reports to the HR Business Partner (HRBP) and works closely with the HR Consultant.

## Accountabilities

Specific accountabilities for this role include:

**Level 5**

* Provide high quality proactive customer service, delivering accurate, timely and consistent advice in line with Enterprise Agreements, policies and procedures, referring matters to more senior HR staff and HR specialist teams as appropriate.
* Administer documentation related to the staff life cycle (entry through to exit) including but not limited to the accurate and timely preparation of recruitment process requirements, offers, variations, fixed-term contract reviews and terminations, position evaluations, etc.
* Conduct HR reporting as relevant to the client group on a range of HR matters (e.g., probation, broadband progression, fixed term contracts, Academic Visitors, and employment visas).
* Proactively reviewing, maintaining, and resolving data integrity issues relating to visas, position management and department structures.
* Undertake other duties as directed by the HRBP and HR Consultant and make a positive contribution to the HR Business Partnering Team through project work, meetings, and other activities.
* Actively contribute to the continuous improvement of HR processes, procedures and policy and participate in HR projects in collaboration with other HR staff and clients.
* Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](https://unsw.sharepoint.com/sites/values-in-action) and the [UNSW Code of Conduct](https://www.gs.unsw.edu.au/policy/documents/codeofconduct.pdf).
* 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.

**Level 6 (in addition to the above)**

* Deliver professional and accurate advice and assistance on more complex issues to clients while independently coordinating advice from the HRBP and HR specialist areas as required.
* Work independently as appropriate, assisting clients with HR matters and supporting with case management (in collaboration and as directed by HR Consultant and HRBP).
* Provide support and knowledge sharing through mentoring to new HR Officers
* Proactively undertake relevant reporting and utilise HR data to support recommendations and provide advice.
* Contribute to and proactively support with University-wide HR projects and initiatives.
* Provide coverage for the HR Consultant as required in their absence including but not limited to, taking the lead on client groups, picking up any active case management as the lead, being a point of escalation of any other HRO’s

Skills and Experience

**Level 5**

* Relevant tertiary qualifications in Human Resources with at least 1-2 years experience in Human Resources.
* Sound understanding of contemporary HR practice, and experience in interpreting and applying relevant legislation, regulations, policies and procedures.
* Ability to accurately draft and prepare HR related documentation.
* Intermediate skills in using office software including email, word processing, spreadsheets and experience in using computerised HR systems, including data review and general reporting.
* Excellent interpersonal skills with the ability to develop positive relationships with clients at all levels and work effectively in a team environment.
* Ability to set priorities and manage workflow independently within a high volume environment, meeting deadlines while maintaining accuracy.
* Ability to use judgment and discretion and seek advice and assistance from senior/ specialist staff as required.
* 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.

**Level 6 (in addition to the above)**

* Relevant tertiary qualifications in HR at graduate or postgraduate level with at least 3 years experience in a human resources role.
* Demonstrated experience in providing a broad range of authoritative professional HR advice and assistance to a range of clients on complex HR policies and procedures with a demonstrated high commitment to customer service.
* Proven experience in analysing and providing advice based on data and HR metrics, in line with business needs.
* Project experience with demonstrated ability to work collaboratively and productively within a team, but also to take initiative and work independently while managing competing demands.

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.