



POSITION DESCRIPTION

## **Manager, People and Recruitment**

August 2023

UNIVERSITY of   
**TASMANIA**

## Position Summary

College / Division	Division of People and Wellbeing
School / Section	People and Wellbeing
Location	Hobart or Launceston
Classification	<u>HEO Level 9</u>
Reports to	Director, People Services
Direct reports	6

## The Opportunity

A part of the People Services team, the Manager, People and Recruitment has two key accountabilities: management and provision of employment related advice and administration and supporting the University's recruitment function. You will lead and support our People and Recruitment Advisory team managing a broad range of people related matters across the whole of University relating to full employee lifecycle. The team provides solutions focused advice on the application and interpretation of policies, procedures, agreements, employment conditions and entitlements.

Partnering with the Talent Acquisition Team, you will be responsible for managing the University of Tasmania's recruitment function. Your centralised team provides support to Hiring Managers from the point of receiving a request to hire through to contract acceptance.

No two days are ever the same and to enjoy and succeed in this role you will need to be a team player with a passion for identifying and delivering the best possible outcome for our stakeholders. With demonstrated successful leadership experience and an enthusiastic people centered approach, a key focus is to grow and maintain our exemplary service offering. The position requires a supportive and collaborative style to work closely with our broader People and Wellbeing team. The role will promote and demonstrate the University of Tasmania Values.

## About the University of Tasmania

In 1890, our university was founded with an important purpose: providing our island with the academic excellence to thrive. Today, we continue to make our home a better place. And working together, we do extraordinary things that have global outcomes.

From early on, our role has been to help people flourish and thrive. Isolation and a small population require us to work harder. The stories of our island are told by those needing to solve unique problems in unique ways. Here, success takes a quiet determination and adaptability. In turn, this makes us broader, more rounded, multi-skilled thinkers and creative problem solvers, and it sees our institution generate powerful ideas for and from Tasmania.

Because of our unique setting and challenges we go beyond creating places of learning. We strive to stimulate economic growth, lift literacy, improve health outcomes for Tasmania and nurture our environment as it nurtures us.

We welcome enquiring minds, from near and far, to join us in our pursuit of the extraordinary.

# Accountabilities and outcomes

## Purpose

One of your key drivers is to coach and mentor team members to enable them to realise their potential and in doing so enhance our service offering. Your ability to see the bigger picture and how pieces connect and impact each other will drive continuous improvement of our systems processes and services.

Responsible for operationalising the day-to-day service delivery of general People and Wellbeing (HR) advice to a diverse range of stakeholders, in a timely and people centred manner.

Supporting the team to manage individual recruitment caseloads to provide the best possible experience for candidates and hiring areas.

## Key Result Areas

- Contribute to a productive partnership between People and Wellbeing and the Colleges, Institutes and Divisions, ensuring the effective provision of the full breadth of HR advice and recruitment support are delivered in a people centered manner.
- Promote People & Recruitment team services to internal stakeholders via communications channels including the intranet, Team sites, forums, and meetings to increase visibility and access to Teir 1 People and Wellbeing advice and support.
- Provide coaching and mentoring to People and Recruitment Advisors to enable and support their growth and development.
- Provide guidance on HR advice, acting as a point of escalation, in response to a broad range of first level (non-case management) queries received from Colleges, Institutes and Divisions.
- Collaborate with P&W Business Partner network and other P&W teams to establish clear handoff and escalation practices to enable the P&W operating model to works effectively providing staff and leaders with a seamless and people centered experience within a tiered service delivery model.
- Monitor and report on service delivery metrics including time to hire, call and ticket volumes and customer satisfaction levels to effectively manage team performance, resourcing, and customer experience. Develop and implement SLAs and KPIs that deliver great outcomes in both customer service levels and team wellbeing.
- Lead continuous improvement initiatives and projects related to the team's service delivery areas to improve service offering and customer experience and ensure compliance with relevant legislative requirements, internal policy, and procedures.

## Behavioural Expectations

We aim everyone to have a positive experience at our university, and all staff contribute toward creating a university culture that is safe and supportive, enabling our community to flourish by:

- Treating all others – staff, students and community with fairness, equity, and respect.
- Ensuring the workplace is an inspiring and safe place to be.
- Ensuring the workplace is free from harassment, bullying, victimisation and discrimination.

## Success profile

### Personal Attributes

- **Leadership:** Assumes responsibility to make decisions and effectively leads, motivates, and inspires people to take action.
- **Supportive:** Understands others through listening and empathy, works well in a team and actively involves others by valuing individuals unique perspectives.
- **Rapport Building:** Enjoys interacting with other people and effectively establishes rapport by putting others at ease. Effectively promotes achievement and recognition.
- **Resilience:** Able to stay calm under pressure and tolerate stress. Adept at calming others and resolving conflict in stressful situations.

### Core Capabilities.

- **Strategy into Action:** Able to set, operationalise and activate strategy into specific actions, timelines, and responsibilities to enable the University to deliver on key strategic goals.
- **Continuous Improvement:** Continuously finds ways to improve and simplify processes, systems, and practices to deliver improved outcomes for our students, staff, and community by utilising practices such as Lean, Agile and Design Thinking.
- **Self Awareness and Interpersonal Skills:** Recognises and regulates emotions and behaviour in the work context and effectively builds relationships with others to create a collaborative and empowering environment that enables people to achieve and thrive.
- **Fostering Belonging:** Fosters a sense of belonging and wellbeing, enables others to feel good and function to their fullest ability and role models respectful, inclusive, and professional behaviours.

### Role Specific Skills, Knowledge and Experience

- A degree in a Human Resources field with relevant management experience and or an equivalent combination of relevant experience and/or education/training.
- Experience in providing human resources advisory and/or recruitment services in a tiered service delivery environment.
- Demonstrated experience in leading, building and managing teams through a genuine people-centric, customer focused and continuous improvement approach.
- The ability to lead and motivate teams through positive and innovative improvements, including identifying areas for improvement and co-designing solutions, which respond to changing needs.
- Strong analytical and problem-solving skills with a demonstrated ability to devise creative and effective solutions and plans for a range of stakeholders.
- Demonstrated experience in building and managing ongoing relationships with stakeholders and teams, combined with highly developed communication skills.
- Excellent organisational skills and a demonstrated capacity to act independently within established guidelines, using discretion and sound judgement.

### Qualifications and Licences

- Current Australian Driver Licence

### Other Requirements

To be eligible for this position, you are required to hold Australian or New Zealand Citizenship, permanent residence or a valid visa that enables you to fulfil the requirements of this role.





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CRICOS Provider Code 00586B/OOM0610043

The intention of this Position Description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties may be altered in accordance with the changing requirements of the position.