



HR Advisory Officer

Department/Unit	HR Operations Centre
Faculty/Division	Monash HR
Classification	HEW Level 5
Work location	211 Wellington Road, Mulgrave
Date document created or updated	November 2017

Organisational context

There's a certain feeling you get from working at Monash University. It's the feeling that you're a part of something special. Something significant. So if you're looking for the next chapter in your career, it's here. You'll be given the opportunity to challenge yourself, build on your skills, and make a significant contribution to a workplace that's filled with energetic and inspiring people. Talent thrives here – and so do truly satisfying careers. Discover more at www.monash.edu

This position is located within **Monash HR**. We facilitate staff engagement and organizational performance by providing workforce management expertise and Human Resources (HR) service and solutions. To learn more about the work we do, please visit our [website](#).

Monash HR values

- Integrity
- Collaboration
- Innovation
- Excellence

Position purpose

The HR Advisory Officer provides general advice on a range of HR policy and process matters to customers from internal and external to the University. The position plays a pivotal role as first point of call for all general HR enquiries, advocating self-service and assisting the broader Monash HR team in delivering quality, accurate and timely HR advisory services throughout the University.

The role is located within the HR Advisory arm of the Monash HR Operations Centre. Utilising a Customer Relationship Management approach, this team is dedicated to the provision of quality customer service and timely and accurate HR advice via various communication channels which includes telephone, email and web.

Reporting line: The position reports to the HR Advisory Manager

Supervisory responsibilities: Not available

Financial delegation and/or budget responsibilities: Not applicable

Key responsibilities

1. Provide high quality and timely HR advice and support services to internal/external clients and to other team members in line with University policies and procedures, including:
 - Providing advice and guidance on a range of operational HR matters and HR systems
 - Supporting clients in using automated systems and processes
 - Drafting and preparing documents, memoranda and correspondence and generating reports
 - Researching and interpreting policy
 - Investigating and resolving routine issues
2. Manage high volume operational activities, ensuring compliance with relevant policies or procedures in a timely and accurate manner
3. Maintain excellent working relationships with a range of internal stakeholders and colleagues, and use these to facilitate communication
4. Contribute to and initiate own continuous improvement activities relating to HR policies, practices and procedures
5. Use existing HRIS, e-recruitment, record management, filing and reporting systems to maintain records, manage documentation, coordinate workflow and collate reports, achieving accuracy and compliance

Key selection criteria

Education/Qualifications

1. The appointee will have:
 - a tertiary qualification in a relevant field; or
 - substantial relevant skills and work experience; or
 - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. High level communication skills, including the ability to draft a range of documentation, interact with a diversity of colleagues & clients and maintain discretion
3. Sound analytical and problem-solving skills
4. Highly developed administrative skills, including computer literacy, excellent attention to detail/accuracy, an ability to appropriately handle confidential information and a record of organising priorities to meet deadlines
5. Demonstrated ability to work as an effective member of a team and to work exercising independence, judgement and initiative under general supervision
6. Knowledge of human resource management principles (particularly in a university context) is desirable

Other job-related information

- Travel (e.g. to other campuses of the University) may be required.
- There may be peak periods of work during which the taking of leave may be restricted.

Legal compliance

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.