**JOB DESCRIPTION**

# HR Services Manager

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

To support the Shared Services Team in achieving service excellence through measurement and continuous improvement of HR Services Delivery. Providing HR Process support to People administration, Employee lifecycle and Business Compliance

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Shared Services team in the Employee Experience team through the following:

* Providing analysis of relevant research and operational information and assisting managers to evaluate and integrate the information they receive.
* Coordinating and maintaining team management systems and ensuring relevant information is input on a consistent and regular basis.
* Providing a collection of relevant data to assist with budgeting, the operation of the team and production of regular reports.
* Conducting specialised studies as required, providing insights into the operation of the team and the organisation.
* Actively promoting safe work practices in the workplace during all activities consistent with Uniting’s policies and comply with all WH&S legislation, policies and procedures.
* Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the HR Services Manager, your role specifically will:

* Drive operational excellence in delivery of HR operational services to employees and volunteers across the business
* Review opportunities to improve practices and processes to achieve outcomes more effectively and efficiently whilst balancing the needs of the business.
* Partner with customer groups and other shared service teams to provide Subject Matter Expert (SME) support to project initiatives that impact the employee lifecycle.
* Delivery of ad-hoc projects where required
* Manage a team of 8 HR officers to deliver exceptional customer service
* Comprehensive documentation of all processes within the HR Services function completed ensuring all relevant processes / procedures / detailed work instruction / process maps are provided and updated where required
* Assist in the effective implementation of annual changes to relevant Enterprise Agreements and Awards achieved by engagement with the respective business partners as needed
* Manage relationships between key stakeholders to ensure business objectives are delivered
* Support the Shared Services Lead in participating in Operations Review meetings with the business to support the identification and resolution of outstanding issues
* Drive a Compliance Framework for tracking status of employee and volunteer checks
* Ensure fit for purpose processes are continuously reviewed
* Act as lead for all executive and board member maintenance
* Provide escalation services to Managers across Uniting for HR Services.
* Mentor team members on Continuous Improvement and Performance

# ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:**  Customer, People and Systems

**You’ll report to: Shared Services Lead**

# YOUR KEY CAPABILITIES

**Individual leadership**

* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

Bachelor qualification in a relevant field or equivalent experience.

**Experience:**

Typically this role will require 5 or more years’ experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

* Demonstrated experience leading a HR Services or Operations function
* Understanding and applying a specialist level knowledge in HR/Payroll and employment conditions
* Demonstratable experience in a diverse and decentralised HR environment with multiple internal relationships.
* Ability to identify and implement process improvement and efficiency opportunities utilising highly developed problem-solving skills
* Ability to review and analyse complex operational issues and recommend solutions

**Even better:**

* Preceda system experience
* Ability to manage a team in a complex environment
* Experience with a large and diverse business

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| **Employee Name:** |  | **Manager’s Name:****Title** | Evan BullShared Services Lead |
| **Date:** | 12/09/2018 | **Date:** | 12/09/2018 |
| **Signature:** |  | **Signature:** |  |