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| Role Information  |  |
| **Role Title:** | PC&A Consultant Reward Operations |
| **Function:** | People, Culture & Advocacy (PC&A) | **Area** | People Operations |
| **Pay Band:** | Fixed Salary 4 | **Employee Level**  | Team Member  |
| **Role Reports to (role title):** | PC&A Advisor Reward Operations |
| **Direct Reports (role titles):** | Nil |

Role Specification

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| **Objective of the Role** |
| The purpose of this role is to support the delivery of operational reward activity across Suncorp, inclusive of supporting Interim and Annual Reward cyclical activity and the timely and accurate response to People & Culture queries and transactional processes. |
| ***Key Accountabilities*** |
| * Monitor adherence to Suncorp’s Reward Framework for Australian employees. This includes competitive low and rostered employee compliance minimum thresholds for substantive and temporary roles are reviewed and updated when non-compliance is identified
* Facilitate delivery direct to the client for operational reward activity, working in collaboration with key stakeholders on activities which include interim and annual reward review, individual and bulk compensation uplifts, the annual pay band range review (include SGI) and project-specific retention incentive offerings.
* Support and provide input into Tier 0 resources, e.g. PC&A cyclical intranet review
* Support query management in line with the tiered service delivery model and SLAs through the provision of advice and guidance to clients on Tier 2/3 queries independently and/or consultatively
* Utilise Service Now to track and record transactions / queries to ensure the team have access to quality data from which to extract insight for our clients
* Work collaboratively with the partner to maintain an efficient operations delivery
	+ Tier 1 escalation support for partner in relation to learning & operations (process SME role)
	+ Training as required (SME role) for partner induction and refresher training with the remit that this needs to be managed by partner long term
	+ Provide process performance insights through execution of tasks and audit cases to support governance of partnered activities. Conversations with partners will be facilitated/managed by operations governance through existing forums.
	+ Support RCA of enquiries that may require SME knowledge, response and actions to correct service provider performance
* Support and embed the agreed operational frameworks, building consistency across the team (for example – tiered workflow delivery, risk management, change management)
* Support PC&A Systems team in relation to SME input, impact analysis and user acceptance testing as required
* Identify trends, and emerging PC&A issues, areas for continuous improvement in self-help tool (and Tier 0)
* Identify opportunities to streamline and simplify existing processes, procedures, templates and forms with the goal of producing a more efficient and effective PC&A operations service.
* Actively engage in knowledge sharing and contribute to the content maintenance and improvement of the People Experience Knowledge Management framework
* Be open to cross training and up-skilling across the full People Operations team
* Assist with Business Continuity Planning (BCP) and Disaster Recovery (DR) testing and live scenarios
* Provide flexible support across People Operations based on business requirements (critical events, initiatives matched to development or existing expertise as prioritised, support business as required)
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| **Key Stakeholder Relationships** |
| **Internal** * People, Culture and Advocacy teams
* Suncorp Functions as required
* Suncorp Group Employees (as clients)

**External*** People, Culture and Advocacy Partners
* People, Culture and Advocacy Suppliers
* Suncorp Suppliers
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| Person Specification |
| **Key job requirements** |
| ***Qualifications*** * Bachelor level degree in business, HR or other relevant foundational discipline (or working towards) mandatory

 ***Experience (minimum type and level of experience required to perform the role)**** 2-3 years’ experience in HR or client facing operations
* Demonstrated experience in handling HR matters independently or with limited guidance
* Strong process knowledge and continuous improvement mindset
* Demonstrated operational reward experience (desirable)
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| **Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)** |
| **Core capabilities*** Business partnering and relationship management
* Data and analytics
* Communicates Effectively
* Delivers a Great Customer Experience
* Manages Risk
* Project Delivery

**Technical capabilities*** High level of interpersonal, communication skills (written and verbal).
* Attention to detail, working with a volume of data and being able to reconcile activity
* Highly developed time management and organisational skills - ability to manage changing requirements and prioritise workflows.
* A strong customer service ethic with an ability to understand client requirements and a desire and ability to consistently exceed expectations.
* Effective rapport building skills, including the ability to use interpersonal style to establish, develop and maintain relationships with various stakeholders, internal and external suppliers and government and regulatory bodies as required.
* Ability to analyse data to identify underlying issues and trends and use this information to present opportunities for improvement
* Ability to work both autonomously and as a member of a team.
* Complex problem-solving skills – demonstrated ability to investigate requests and provide advice and solutions
* Learning agility and ability to operate in a fast-paced environment.
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| **Prepared by:*****(Name & position)*** | Anna Shanks PC&A Advisor Reward Operations | **Date:** | 11/05/2022 |
| **Approved by:*****(Name & position)*** | Catherine AspinallEM People Operations | **Date:** | 11/05/2022 |