Human Resources Systems Advisor

Our vision: *People and communities have strong mental health and wellbeing.*
Our purpose: *Partnering with clients and carers to deliver mental health and wellbeing services that enhance quality of life.*
Our values: *Hope, Creativity and innovation, Client focus, Making a difference, Integrity.*

Position Information

Purpose	The Human Resources Systems Advisor will support the HR Information Service (HRIS) team to manage and maintain HR technology systems and applications, provide technical support to stakeholders, manage employee life cycle processes and prepare reports. The Human Resources Systems Advisor will contribute to HR to ensure Mind is technologically enabled and operates effectively to deliver a sustainable workforce to meet business objectives.
Position reports to	Human Resources Systems Support & Reporting Lead
Mind classification level	SCHADS Level 5
Stream	People Experience - Human Resources Operations
About the service	The Human Resources Operations business unit, as part of the People Experience stream, provides core support services to Mind in HR Partnering, Health Safety & Wellbeing, Recruitment and HR Information Systems. The teams provide support, business processes, systems and strategies to enable efficient, effective management of these core support services to ensure the business is financially sustainable, safe and technologically enabled. The focus of Human Resources Operations is to develop and support a flexible, sustainable and equitable workforce management model which is underpinned by the provision of appropriate, consistent and timely advice, services, processes and information to management, operations and employees.
Position description effective date	September 2024

Responsibilities

Customer service and support	• Respond to general enquiries received through the HR Information Systems (HRIS) inbox, email or telephone and provide advice on a Human Resources (HR) processes and HR technology systems and applications.

	• Escalate or triage relevant issues to the appropriate HR team member including the Human Resources Systems Support & Reporting Lead, Recruitment and HR Partners teams. • Report and follow up with managers in relation to contract end dates of employees, higher duties, inactive casuals, qualifications, checks and licence compliance.
Systems administration	• Support the HR Systems Support & Reporting Lead to provide technical support including the investigation and resolution of technical issues for HR and people related systems and applications including CHRIS21 (payroll), PageUp (erecruitment) and TimeTarget (shift rostering). • Carry out systems administrative activities as required including system maintenance, system testing, system and data checks, auditing, managing user access, and onboarding staff to the HR systems. • Support the development, testing and implementation of system changes, upgrades and updates by understanding business requirements, system prerequisites and outcomes. • Support development, monitoring and updating of HR information systems including electronic recruitment system, PageUp. • Work collaboratively with a range of internal and external stakeholders in relation to system maintenance issues and tasks including defect management, system improvements and user acceptance testing for people related systems changes and updates. • Troubleshoot, analyse, detect, identify and correct technical problems and deficiencies in HR systems. • Develop and maintain current knowledge of systems used and operated by Human Resources. • Analyse and maintain HR and people related system access ensuring appropriate controls are in place. • Maintain confidentiality of data at all times. • Liaise with system vendors as required. • Creating efficiencies and processes for HR systems. • Educate users about the software and system operation and maintain system related documentation. • Training employees in the use of the HR Information Systems in consultation with the HR Systems Support & Reporting Lead. • Support management of the organisational structure in HR systems, CHRIS21, TimeTarget and PageUp. • Support management of budgeted Position Numbers and staff positions including the establishment of new positions, maintenance

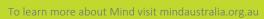| | of Position Numbers and archiving of positions no longer required. Ensure accuracy and relevance of Position Numbers. |
	• Manage Position Number creation for managers to support recruitment.
Manage employee life cycle	• Support the business and manage HR processes, terms and conditions, and employee life cycle including Employment Contracts, new employee requirements, onboarding processes, absences, terminations, Variations and employee movements via HR systems. • Manage onboarding processes for new employees including compliance checks (NDIS Worker Screening Check and Working with Children Check) and employment requirements (qualifications and Work Rights) are in line with position descriptions and service/business requirements. • Manage new employee and onboarding reporting.
Systems reporting	• As required create, prepare and provide data for management information reports and documents required by HR and broader organisation. • Provide reporting and insights to provide an integrated view of employee activity in a timely and efficient manner to support better decision making for the business. • Run and prepare regular and ad hoc reports as requested.
Procedures and processes	• Develop and maintain current knowledge of systems used and operated by Human Resources. • Support the development and maintenance of internal systems user manuals, guidelines, flowcharts, processes and systems to ensure that workflows in the team are clearly understood and articulated. • Continue to identify continuous improvement initiatives across the function for an effective operation to the organisation.
Projects	• Support a range of projects and initiatives relative to system and application upgrades and continuous improvement tasks.
Stakeholder management	• Liaise and support a range of internal and external stakeholders including the Senior Manager, HR Operations, HR Partners, Recruitment, ICT, Finance, Payroll, Senior Managers, Service Managers and Team Leaders. • Engage in productive working relationships that add value to service delivery. • Understand the impact of external influences for the service, team and Mind.
Other duties	• Document all activities using Mind's ICT system and processes. • Actively participate, contributing to the team and wider organisational initiatives.

	• Take personal responsibility for the quality and safety of work undertaken. • Other duties as directed.
Professional development	• Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Participate in reflective practice.
Accountability	• Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time. • Proactively support Mind's vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.
Workplace health, safety and wellbeing	• Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.
Lived experience	• Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
Cultural safety	• Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.

Position Requirements	
Qualifications required	• Tertiary qualifications (minimum Certificate IV) in Human Resources, Business Analysis, Systems Administration or other related field as designated by Mind and/or equivalent experience in a similar industry.
Knowledge, skills and experience required	• Demonstrated experience in a similar Human Resources administrator, business analysis or systems administration role. • Previous experience in Not For Profit, Community Services, Welfare, Mental Health, Healthcare or Disability services sector is highly desirable. • Proven experience in delivering services and technical knowledge of people related or HR technology systems, technology platforms and applications support is highly desirable. • Demonstrated understanding of provision of system support services, management, administration, maintenance, system architecture, systems development and improvement, and reporting. • Knowledge of HR systems services, processes, policies, procedures, programs and projects. • Proven understanding of Employment Contracts, new employee requirements, onboarding processes, absences, terminations, Variations and employee movements via HR systems. • Demonstrated ability to plan and prioritise to meet customer service delivery requirements. • Excellent customer service skills. • Demonstrated ability to build and maintain internal and external relationships up to executive level through use of superior stakeholder management skills. • Ability to influence and work collaboratively with a range of stakeholders including peers, employees, management, service providers, external organisations and government agencies. • Excellent interpersonal and communication skills with the ability to consult and negotiate with diplomacy to achieve effective outcomes. • High level organisational skills with demonstrated ability to prioritise, manage multiple complex tasks concurrently, work under pressure and meet deadlines. • Strong analytical, strategic thinking, problem solving, decision making and risk management skills. • Ability to work both autonomously and collaboratively showing initiative and flexibility. • Knowledge and experience using HR information and payroll systems, e.g. CHRIS21, PageUp erecruitment system and TimeTarget is highly desirable.

	• Proficient in the use of Microsoft programs including Word, Excel, PowerPoint and Visio and capable of manipulating and presenting data accurately and efficiently. • A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.
Other	• Right to work in Australia. • Current valid driver's licence. • Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent (Blue Card - QLD).

To learn more about Mind visit mindaustralia.org.au

You can also watch our Great Minds series of videos by visiting
www.youtube.com/mindaustralia
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