

POSITION DESCRIPTION

Position Title	Workforce Systems Administrator		
Organisational Unit	Human Resources		
Functional Unit	Workforce System		
Nominated Supervisor	Associate Director, Workforce Systems		
Higher Education Worker (HEW) Level	HEW 9	Campus/Location	Brisbane
CDF Achievement Level	1 All Staff	Work Area Position Code	TBC
Employment Type	1 FTE	Date reviewed	7 May 2018

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University, and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly-funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking among the top universities worldwide. We have got seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

In order to be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

We hope that you might champion these values, and work with us to create a place of learning that is not only the envy of the world, but the making of it.

The structure to support this complex and national University consists of:

- Provost and Deputy Vice-Chancellor (Academic)
- Chief Operating Officer & Deputy Vice-Chancellor (Administration)
- Deputy Vice-Chancellor (Research)
- Deputy Vice-Chancellor (Education and Innovation)
- Deputy Vice-Chancellor (Coordination)
- Vice President

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the [Mission](#) of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

ABOUT THE HUMAN RESOURCES DIRECTORATE

The Human Resources Directorate offers professional services and initiatives at a national and local level to support the strategic objectives of the University. Human Resources is guided by the Strategic Plan, the Workforce Framework and all people management enabling Frameworks, which sets clear organisational expectations on workplace culture, workforce profiling and workforce involvement.

The Human Resources Directorate provides the frameworks, including development, analysis, programs and interventions to support all levels of management achieve organisational outcomes. To achieve this, Human Resources takes a business focus and partnership role in strategic and change matters. Further, it is expected that HR will provide effective support and advice to staff through a range of mechanisms that include effective business processes, effective HR Systems, effective management of employment arrangements and records, effective and timely management of remuneration matters.

ABOUT WORKFORCE SYSTEMS AND PROCESSES

Workforce Systems and Processes led by the Associate Director incorporates systems administration, payroll services, and contingent systems projects. Workforce Systems and Processes will implement a range of workforce and organisational systems with workflow and/or process automation to support a comprehensive range of workforce and/or people management activities for the University. Workforce Systems and Processes supports the HR Directorate to establish and manage projects in line with the University's project management approach. Workforce Systems and Processes will also design, develop and implement systems to deliver core HR outcomes and establish administration and ongoing support to the core systems

Workforce Systems and Processes will design and implement effective processes in all systems to support payment and associated processes for salaries, and, integration into the University's general ledger and University systems, processes and reporting.

POSITION PURPOSE

The Workforce Systems Administrator is responsible for maintaining, supporting and improving (including upgrades) the workforce systems used by HR, that enable the delivery of HR services, organisational compliance, and, organisational reporting. This includes:

- Establishing and maintaining the configuration and/or other administration in workforce systems to meet the relevant user requirements;
- Maintaining a Change Control process for workforce systems;
- Maintaining system and data governance in line with the Information Security Policy and Procedures, and, the Data Governance Policy and Procedures;
- Monitoring workforce system availability and resolving issues;
- Developing and maintaining Business Process Automation developed in the workforce system (predominantly Aurion) as an expert user;
- Developing and maintaining Reports developed in the workforce system as an expert user;
- Maintaining a Register of all workforce systems to other organisational systems dependencies and develop integration to the Enterprise Integration Hub and/or other use of WS02;
- Developing and maintaining links and/or data integration requirements for dependencies of organisational systems; and
- Maintaining a Workforce Systems Issues and Resolution Log.

POSITION RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Principles
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

The Capability Development Framework in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

Key responsibilities

Key responsibilities specific to this position	Relevant Core Competences (<u>Capability Development Framework</u>)	Scope of contribution to the University			
		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
<p>Provide high level administration of workforce systems.</p> <p>This includes:</p> <ul style="list-style-type: none"> • System configuration (with an emphasis on Business Process Automation and workflow in the Aurion HR system) • Change control • Security management • System availability • Upgrades and user acceptance testing • Data governance • Data migration • Data integration file construct, file transfer records 	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Know ACU Work Processes and Systems • Make Informed Decisions 				✓
<p>Workforce Systems Vendor Relationship and management to ensure performance against contracted SLAs, review and resolving issues log, reviewing system development to meet requirements, participating in user reference groups.</p>	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Collaboratively Effectively • Make informed decisions 				✓

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Research and recommend workforce system functionality to deliver business process improvements identified across HR.	<ul style="list-style-type: none"> • Deliver Stakeholder Centric Service 			✓	
Implement organisational policy and procedure in relations to Information Security and Data Governance and establish protocols to apply and report within HR.	<ul style="list-style-type: none"> • Collaborate Effectively • Communicate with impact 				✓
Develop and maintain Business Process Automation (in the Aurion HR system) that require administrator expertise that respond to user requirements (including electronic forms, workflows and underlying queries).	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Make Informed Decisions 				✓
Develop and maintain training collateral for users of workforce systems.	<ul style="list-style-type: none"> • Deliver Stakeholder Centric Service • Make Informed Decisions 				✓
Develop and maintain a register of links, interfaces, and integrations that are system to system or system to EIH and resolve issues with file construct, data governance, schedule etc.	<ul style="list-style-type: none"> • Know ACU Work Processes and Systems • Make Informed Decisions 			✓	
Develop specific reports that require administrator expertise that respond to user requirements.	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Make Informed Decisions 				✓
Liaise and collaborate within Human Resources in the development of integrated and cross disciplinary service delivery, joint programs and projects to drive system and process improvements.	<ul style="list-style-type: none"> • Communicate with impact • Deliver Stakeholder Centric Service • Collaborate Effectively 			✓	
Participate in cross organisational design and delivery of service improvement initiatives requiring broad organisational data, and, in ACU systems groups and forums.	<ul style="list-style-type: none"> • Collaborate Effectively • Know ACU Work Systems and Processes 			✓	

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Develop new techniques, processes and/or procedures to accomplish broadly defined operational system objectives in response to rapidly changing business requirements
- Manage unscheduled and scheduled downtime of system services or application to ensure downtime does not interfere with ACU business processes
- Develop or enhance the application within the limits of available resources
- Ensure accuracy & integrity of system configuration and its application
- Integrating data from a range of workforce systems to meet user reporting requirements
- Manage the smooth implementation of new modules/systems and transition to business as usual
- Reaching agreement on business process improvements to effect improvements for the business
- Resistance to new or changed processes

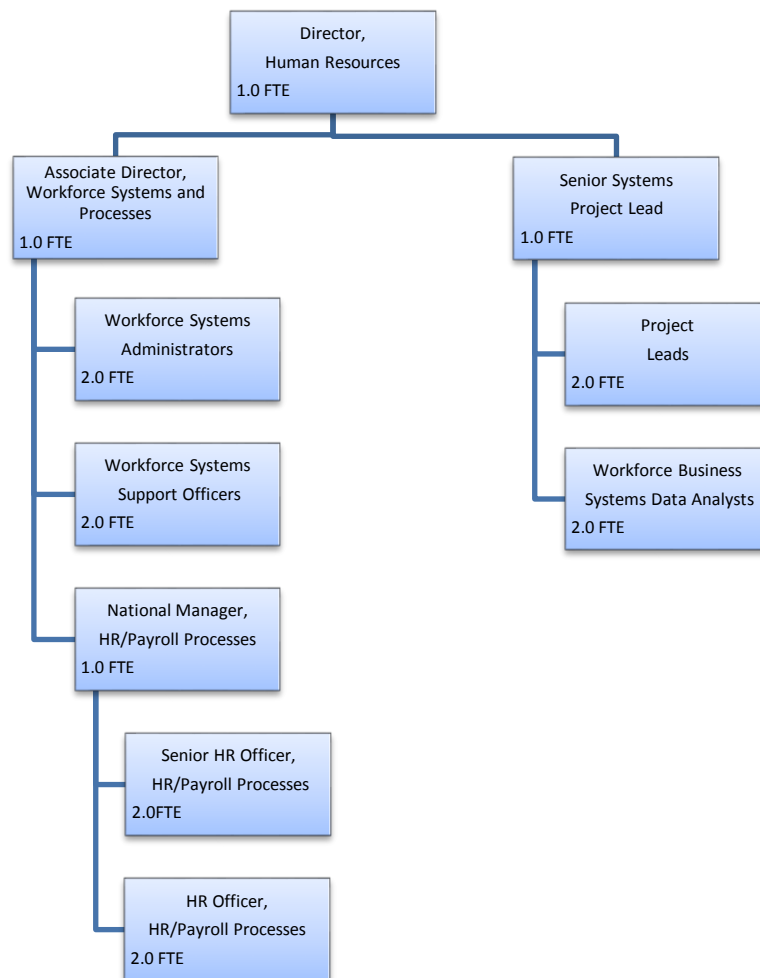
Decision Making / Authority to Act

- The position holder works with limited supervision and while expected to work within specified processes and best practice standards is encouraged to use professional judgment to set priorities, solve technical problems and deliver on solutions that address operational needs.
- The position holder is required to manage system security with respect to access and permission to view records and receive reports.
- The position holder is required to manage risk and is trusted with the autonomy and the responsibility to develop appropriate strategies and optimum solutions that deliver and meet operational objectives and targets.
- The position holder determines changes to work practices and processes in response to events external to the professional area, including external to the University.

Communication / Working Relationships

- The position holder liaises within HR to identify system needs, development, enhancement and/or review, document storage needs, web requirements and reporting and data needs to meet the ongoing needs of the business.
- The position holder communicates with a range of internal stakeholders to confirm arrangements to ensure that the HR system provides solutions in their day to day management of staff, e.g., system delegation, security access, limited access.
- The position holder liaises with IT to ensure the effective integration of workforce data to other organisational systems.
- The position holder communicates with all Human Resources staff and other workforce systems users to advise on system downtime, resolution of issues, notification of change to current business processes, variations to security profile
- The position holder establishes and maintains workforce system vendor communication to ensure system and application availability and performance of SLAs.

Reporting Relationships



For further information about structure of the University refer to the [organisation chart](#).

SELECTION CRITERIA, QUALIFICATIONS AND CAPABILITY OF THE POSITION HOLDER

Qualifications, skills, knowledge and experience

1.	Completion of or progress towards post graduate qualifications in information technology or relevant IT qualifications and significant experience in a similar role delivering business process automation and workflow solutions.
2.	Previous experience as a system/applications administrator in Payroll, Human Resources including: <ul style="list-style-type: none">- a minimum of 5 years' experience in developing .Net multi-tier solutions- SharePoint Development/ Power Apps and Flow experience- K2 and Aurion BPA experience will be highly advantageous- demonstrated understanding of Relational Databases / Information Systems and computer programming concepts.
3.	Understanding of HR issues and implications incorporating the use of an HRMIS
4.	Proven ability to think analytically, logically, and strategically to consider the long-term view in decision-making and actions.
5.	Proven skills in project management, including the ability to make decisions and determine priorities, together with excellent planning and organising skills.

Core Competencies (as per the Capability Development Framework)

6.	Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
7.	Demonstrated commitment to delivering stakeholder centric service by working collaboratively to capitalise on all available expertise, maintain service excellence and achieve organisational objectives. See the <u>ACU Service Principles</u> .
8.	Demonstrated ability to communicate with impact and purpose with key internal and external stakeholders and professional groups and demonstrate a high level of competence in interpersonal skills, consultation, and negotiation.at all levels
9.	Demonstrated ability to effectively plan work activity, streamline and consulate complex information supply, and prioritise time and resources using established processes and technology to achieve optimum efficiency and effectiveness.

Other attributes

10.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
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