

# Position description

<b>Position title:</b>	<b>Senior Manager, Employee Experience</b>
<b>School/Directorate/VCO:</b>	<b>Human Resources</b>
<b>Campus:</b>	<b>Ballarat</b>
<b>Employment mode:</b>	<b>Continuing</b>
<b>Probationary period:</b>	<b>This appointment is offered subject to the successful completion of a probationary period.</b>
<b>Time fraction:</b>	<b>Full-time</b>
<b>Recruitment number:</b>	<b>849166</b>
<b>Further information from:</b>	<b>Ms Deborah Walker, Director, Human Resources Telephone: (03) 5327 9718 E-mail: d.walker@federation.edu.au</b>
<b>Position description approved by:</b>	<b>Ms Deborah Walker, Director, Human Resources</b>

**This position description is agreed to by:**

\_\_\_\_\_  
Employee name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**The University reserves the right to invite applications and to make no appointment.**

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources  
Document owner: Director, Human Resources

Original Issue: 01/11/2009  
Current Version: 27/02/2019

## Organisation and Position Context

The Human Resources Directorate is responsible for the development, implementation and monitoring of the University's people management strategy to ensure a culture of diversity, innovation, flexibility, change readiness and high performance. The Directorate is also responsible for delivering strategic and operational employment related services including, but not limited to workforce planning, attraction and retention, workplace relations, employee wellbeing, performance management, organisational and people capabilities, remuneration and superannuation, and staff management information.

The Senior Manager, Employee Experience will provide leadership and direction to the HR Client Services, Payroll and Workforce Analytics team and will provide leadership and guidance in the design, delivery, implementation and support of our Human Resources Information Systems and processes, and the management and reporting of staff information to support University's leaders.

The position will be responsible for leading the review on current HR processes and systems and creating a service environment that supports the delivery of agile, inclusive, responsive and robust digital services. The aim is to enhance the employee experience by designing systems and processes which foster a service-driven environment with the user in mind.

## Key Responsibilities

1. Review the current HR Service Delivery Model from an employee experience perspective and work with stakeholders across the University to lead and embed a revised, innovative HR Service Delivery Model.
2. In consultation and collaboration with Information Technology Services (ITS), and HR colleagues, manage and implement the HR Digital Strategy to achieve innovative technology development and deployment, ensuring the University has fit-for-purpose technology to achieve its strategic goals.
3. Lead the delivery of strategic HR projects with a particular focus on the implementation and continuous improvement of new technology and service innovation strategies and recognise and develop opportunities to enhance processes through the use of these systems.
4. Provide strategic advice and consultation to ensure best practice, client-centric technology solutions are implemented in line with whole-of-University and HR goals and objectives.
5. Lead and manage HR Client Services, Payroll and Workforce Analytics functions to drive key metrics to achieve actionable insights.
6. Lead the review of HR Client Services and Payroll processes, and champion leadership through change and innovation demonstrating new ways of working including design thinking principles and customer-centric design.
7. Research and stay current with Client Services strategies and best practice and refine or implement appropriate new strategies.
8. Reflect and embed the University's Principles, Objectives and Strategic Priorities when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
9. Undertake the responsibilities of the position adhering to:

- The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
- Equal Opportunity and anti-discrimination legislation and requirements;
- the requirements for the inclusion of people with disabilities in work and study;
- Occupational Health and Safety (OH&S) legislation and requirements; and
- Public Records Office of Victoria (PROV) legislation.

## Level of Supervision and Responsibility

The Senior Manager, Employee Experience works under the broad direction of the Director, Human Resources with a high overall degree of autonomy and substantial management responsibility for diverse activities. The position is required to work independently as well as collaboratively with a team-based approach. The position is also responsible for , significant and high level creative planning and managerial accountability for significant resources across the HR Client Services delivery model.

## Key Selection Criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. Postgraduate qualifications in Human Resource Management or relevant field and extensive relevant experience and proven expertise in the management of significant human and material resources Demonstrated experience managing and implementing a HR Digital Strategy to achieve innovative technology deployment to ensure the University has fit-for-purpose technology.
2. Demonstrated experience with shared service solutions, specifically in the building and implementation of best practice solutions within an employee centric shared services environment.
3. Demonstrated success in driving and achieving results by setting goals, using measurements methods to monitor progress towards goals and tenaciously working to meet or succeed goals.
4. Highly developed conceptual and reasoning skills to research, investigate, analyse, evaluate and integrate relevant solutions from diverse disciplines or fields into areas of activity.
5. Demonstrated capacity to plan, organise, schedule and deliver own outputs and those of team, within set timeframes to achieve results, particularly in a changing environment.
6. Highly developed people management skills and capability to provide leadership for an operational unit and successfully coach others.
7. Demonstrated ability to work with multiple stakeholders to achieve shared objectives, building rapport all while being attuned to interpersonal and group dynamics.
8. Demonstrated alignment with the University's commitment to child safety.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.