



THE UNIVERSITY OF
MELBOURNE

POSITION DESCRIPTION

Finance and Employee Services
University Services

HR Assist Adviser

POSITION NUMBER	0043455
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 6 - \$79,910 - \$86,499 per annum
SUPERANNUATION	Employer contribution of up to 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Fixed term available for 6 months (Replacement Staff Member)
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers , under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Laurie Bivard Tel +61 3 9035 8727 Email laurie.bivard@unimelb.edu.au <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

FINANCE AND EMPLOYEE SERVICES

Finance and Employee services delivers fit for purpose, cost effective, transactional and expert Finance, HR and OH&S services for the University.

HR Services provide specialist and transactional services across the employee lifecycle, including recruitment, payroll, capability development and travel.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:

The HR Assist Adviser will provide human resources advice and support to internal and external clients across various service channels. With HR generalist experience, the Adviser is expected to utilise a broad skill set to solve complex tasks and provide operational solutions that meet business needs. They will engage with a wide range of service and support stakeholders across the University and will contribute to ongoing continuous improvement activities.

Reporting line: Manager, HR Services and Improvement

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: None

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: HR Services is a unit within Finance and Employee Services

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- Provide exceptional customer service to both internal and external clients across various support channels with a strong customer focus that is empathetic and attuned to their needs.
- End to end responsibility for the resolution of issues including identifying, analysing and diffusing complex problems effectively, working closely with specialist service delivery teams as required.
- Promote end user self-service including preparing training and support materials, assessing the effectiveness of existing training and developing presentations and information sessions for staff on HR operational matters.
- Identify gaps in service delivery, adapting and redesigning processes and procedures to provide more complete and efficient HR services to customers.
- Contribute to a culture of continuous improvement by evaluating options and preparing recommendations for management to strengthen service delivery; this will include consulting relevant stakeholders to ensure solutions meet business needs and are developed in accordance with system capabilities, policy and compliance, and workload management requirements.

Selection Criteria:

Education/Qualifications

1. The appointee will have a relevant tertiary qualification, or have an equivalent combination of relevant experience and/or education/training.

Knowledge and skills:

2. Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.
3. Customer service orientation, demonstrating excellent interpersonal and communication skills, and the ability to build effective working relationships with diverse stakeholders and manage client expectations.
4. Demonstrated ability to effectively communicate both in oral and written form with a focus on client diplomacy and conflict resolution.

5. Demonstrated problem solving skills enabling the resolution of difficult or complex queries.
6. In depth knowledge of the University's HR systems, Themis HR and PageUp, and online service management system, Service Now, and a willingness to learn new systems and applications.
7. Demonstrated experience in interpreting and applying enterprise agreements and HR policies and procedures.
8. Ability to work collaboratively, positively and flexibly both in a team and independently, managing a variety of tasks and adapting to changing priorities.
9. Demonstrated commitment to continuous improvement and experience identifying and implementing service delivery solutions.

Other job related information:

Working hours will align with the University's core business hours, 8:45am to 5pm.

Approval of annual leave will be subject to team workloads and priorities and may not be approved during peak service periods.