

POSITION DESCRIPTION

Position Title	HR Officer (Business Partnership Support)		
Organisational Unit	Human Resources		
Functional Unit	HR Business Partnering		
Nominated Supervisor	Associate Director, HR Business Partnering		
Higher Education Worker (HEW) Level	HEW 6	Campus/Location	Brisbane/North Sydney/Melbourne
CDF Achievement Level	All Staff	Work Area Position Code	14494,14495,14493,14496,14497
Employment Type	Full time/ Part Time	Date reviewed	5 May 2018

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Our Mission: 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 the University consists of:

- Provost
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Students, Learning and Teaching
- Vice President
- Pro Vice-Chancellor Assisting the Vice-Chancellor and 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 HR BUSINESS PARTNERING

HR Business Partnering led by the Associate Director is responsible for the delivery for HR services that supports the staff experience from the commencement of employment to separation from the University, and is the core service interface of Human Resources with the organisation.

HR Business Partnering include four HR Business Partnering teams, a Capability and Development team as well as Recruitment and Superannuation and Salary Packaging specialists.

The HR Business Partnering teams provide generalist support in response to the range of needs of the Executive Staff, Staff, and support to people management processes. There are four HR Business Partnering teams and they work to identified client groups. The HR Business Partnering teams are generalist HR practitioners who work with specialist HR units in the delivery of HR services. Specialist Recruitment, and, Superannuation and Salary Packaging roles support the HR Business Partnering teams with service delivery.

The Capabilities and Development team delivers a comprehensive organisational professional development program aligned to organisational Frameworks including, ACU Staff Code of Conduct, Capability Development Framework, Academic Performance Matrix and Evidence, ACU Service Principles. These support organisational and individual capability building.

HR Business Partnering are responsive to all staff queries, identify issues and trends and recommend intervention; initiate people management processes to the line and monitor progress; provide people management advice, coaching and guidance service to line managers and supervisors; support change management; support case management.

POSITION PURPOSE

The HR Officer (Partnership Support) contributes to the effective delivery of HR services to identified client groups through support of end to end Human Resources processes and provision of timely advice on a range of people management matters.

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 ✓
Provide effective HR advice and quality HR services to identified client groups, including end to end support of people management processes and advice on a range of people management policy, procedures and processes.	<ul style="list-style-type: none"> • Deliver Stakeholder Centric Service • Be Responsible and Accountable for Achieving Excellence • Communicate with Impact 				✓
Act as the central contact point for enquiries to the HR Business Partnering team by effectively managing phone, email and Service Management System (currently ServiceNow) requests in line with required service standards and including resolution of the service management request.	<ul style="list-style-type: none"> • Deliver Stakeholder Centric Service • Be Responsible and Accountable for Achieving Excellence • Communicate with Impact 				✓
Undertake a range of duties supporting end to end people management processes for identified client groups including: <ul style="list-style-type: none"> • Organisational structure, position management, placement record maintenance, • Appointment management (continuing, fixed-term and variations to appointments, fixed term review, and conversions), • Position Classification and Job Design, • Recruitment and Onboarding, • Recognition of prior service, • Superannuation membership, • Salary Packaging management, • Induction, • Probation, • Leave management, • Performance Review and Planning, • Separation processes, • and • Change management support. to ensure the effective delivery of HR services.	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Know ACU Work Processes and Systems • Deliver Stakeholder Centric Service • Communicate with Impact 				✓

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		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Provide support to case management including, performance management, managing ill or injured workers, complaints, appeals, disputes and unfair dismissals etc.	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Know ACU Work Processes and Systems • Deliver Stakeholder Centric Service • Collaborate Effectively 				✓
Undertake a regular review of records and ensure accuracy of data, reporting and analysis to support delivery to clients. This includes performing basic data extraction and reporting from the HR/Payroll system.	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Know ACU Work Processes and Systems 	✓			
Use good judgment to ensure more complex issue are escalated as appropriate to the HR Business Partner and/or Manager, HR Business Partnering in line with operating procedures.	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Communicate with Impact • Collaborate Effectively 	✓			
Analyse feedback from a range of sources, New Starter, Exit Survey and myVoice to inform deliver of service and/or business process improvement.	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Know ACU Work Processes and Systems 	✓			
Contribute to the development, implementation and enhancement of administrative systems, processes and procedures within HR Business Partnering.	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Know ACU Work Processes and Systemsx 	✓			
Provide high level client service in support of a culture of excellence, continuous improvement and high performance consistent with the University's service principles.	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Deliver Stakeholder Centric Service • Collaborate Effectively 				✓

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Operating in a high volume, fast paced context, with a constraint of achieving a service outcome around system/payroll process deadlines.
- Responds to multiple queries across a broad range of people management practice at any time, sometimes dealing with difficult clients and different expectations of service delivery/ standards.
- Manage and respond effectively to clients whilst dealing with competing priorities, and the risk of workplace issues which may result from people management matters.
- Identifies and integrates information from the relevant legislation, the enterprise agreement, university policies, procedures, and subject matter experts to provide appropriate, relevant and informed response to enquiries, including using judgement to assess the appropriateness of escalation.
- Understanding the strategic and operational business drivers of the organisation and maintaining currency of knowledge on HR practice and relevant legislation.

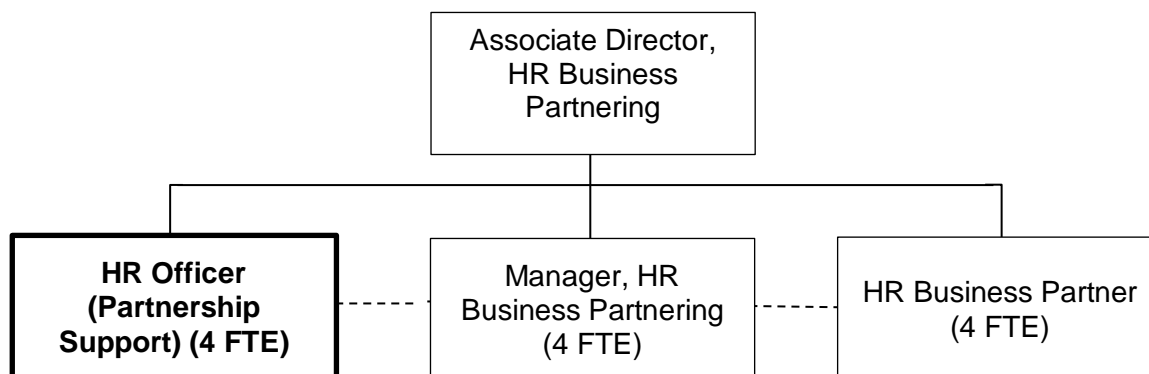
Decision Making / Authority to Act

- Provides people management advice to clients across the University guided by relevant legislation, the enterprise agreement, university policies and procedures using a principle based approach, and risk identification.
- Escalates more complex queries to the HR Business Partner and/or Manager, HR Business Partnering in line with operating procedures.
- Takes responsibility for prioritising own work tasks in the context of daily / weekly / fortnightly / monthly / quarterly /six monthly and/or annual cycles.

Communication / Working Relationships

- Communicates with clients at all levels to provide information, advice and assistance on a broad range of people management processes.
- Works effectively with the HR Business Partner and/or Manager, HR Business Partnering for resolution of complex issues, outside policy queries and escalated client enquiries.
- Works closely and collaboratively with other HR staff and relevant subject matter experts to obtain specialist advice for responses to client queries and issues.
- Communicates and works collaboratively with other HR staff to implement HR strategies, policies and services to clients and to inform business process improvements.

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 and Capability	
Qualifications, skills, knowledge and experience	
1.	Completion of a tertiary degree in Human Resources with subsequent relevant experience, or an equivalent combination of relevant experience and/or education training.
2.	Proven commitment to high-level client service with demonstrated experience in establishing and maintaining effective client relationships, liaising with clients on a range of people management issues and responding effectively to individual client needs.
3.	Demonstrated high level of organisational skills including ability to effectively prioritise multiple tasks, work to deadlines and support a high-volume work area.
4.	Proven ability to act with discretion, sensitivity and maintain confidentiality.
5.	Demonstrated experience in the use of a range of computer programs and systems including Microsoft Office, HR/Payroll systems, and e-recruitment systems.
Core Competencies (as per the <u>Capability Development Framework</u>)	
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 ability to deliver a stakeholder centric service by carrying out activities with a stakeholder focus taking personal accountability to achieve high quality outcomes to provide service excellence. See the ACU Service Principles .
8.	Demonstrated ability to communicate with purpose and impact by providing accurate, timely and clear information, listening and responding appropriately to others.
9.	An ability to take personal responsibility and accountability for work, seeing efforts through to completion to achieve the highest quality outcomes striving for service excellence.
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.