

# Position description

<b>Position title:</b>	<b>Team Leader, HR Client Services</b>
<b>School/Directorate/VCO:</b>	<b>Human Resources</b>
<b>Campus:</b>	<b>Mt Helen Campus. Travel between campuses may be required.</b>
<b>Classification:</b>	<b>Within the HEW Level 7 range</b>
<b>Employment mode:</b>	<b>Continuing appointment</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>849159</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

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## Position summary

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 Team Leader, HR Client Services is required to provide advice, guidance and quality service in relation to recruitment administration, probation, induction, migration, employment contracts, classification and reclassification of positions, as well as relevant Human Resources policies and procedures.

The position will manage a team of Human Resources Advisors/Officers to deliver quality client-centred services to the University and the efficient use of human resources.

## Key responsibilities

1. Manage effective customer-centric human resources operational services to clients in a professional manner through expert advice, quality service and an efficient and informed HR Client Services team.
2. Ensure clients are provided with clear advice and interpretation of relevant Human Resources policies and procedures, awards, agreements, statutes and regulations of the University and migration legislation.
3. Plan and manage operations to ensure high quality, responsive, client-centred services to the University and efficient utilisation of University resources.
4. Manage the day-to-day work flow and determine work priorities for the HR Client Services' Advisors/Officer to ensure deadlines are met and quality service is provided at all times.
5. Ensure the HR Client Services team provides excellent services in the following areas:
  - recruitment and merit selection;
  - probation;
  - induction;
  - immigration;
  - classification and reclassification of positions;
  - issuing of employment contracts;
  - TAFE qualifications;
  - contract renewals and cessations; and
  - relevant Human Resources policies and procedure.
6. In consultation with the Manager, Talent Acquisition maintain recruitment processes that maximise the use of available technology that results in the provision of an efficient service meeting the business needs of the University.
7. Provide advice and review employment contracts that relate to recruitment, and classification, probation processes and contract renewals.

8. Review all employment contacts for quality assurance prior to Director, Human Resources approval.
9. Classify position descriptions prior to advertising and participate in classification/reclassification committees.
10. Reflect and embed the University's strategic purpose, priorities and goals 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>.
11. 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 Team Leader, HR Client Services reports to and receives broad direction from the Associate Director, HR Client Services, and provide advice to client groups on HR Client Services matters which have School/Directorate implications. The position will also provide support and advice as well as demonstrate initiative and common sense in relation to a range of policies and complex issues where policy or precedent may not be available.

The Team Leader, HR Client Services covers a range of functions and interacts with all managers at the University. The impact of advice provided and subsequently acted upon, can commit the University to a course of action that can have implications with external bodies.

## Training and qualifications

A relevant degree with at least four years subsequent relevant Human Resources experience; or extensive experience and management expertise in Human Resource management; or an equivalent combination of relevant experience and/or education/training.

## Position/Organisational relationships

This position requires specialist knowledge which comes from tertiary qualifications and experience in a similar role in human resource management. The position also requires the ability to gain knowledge of the University, its structure, business and major systems in order to ensure appropriate advice is provided in relation to the approval mechanism for human resources issues.

## 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. A relevant degree with at least four years subsequent relevant Human Resources experience; or extensive experience and management expertise in Human Resource management; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated success in managing and coaching staff towards achieving objectives and fulfilling management functions.
3. Demonstrated specialist experience in various talent acquisition, selection and contemporary Human Resource Management practices.
4. Demonstrated verbal and written communication skills in relation to letter and report writing.
5. Demonstrated organisational skills, including the ability to meet tight deadlines, manage competing priorities and ensure a high attention to detail in all University correspondence.
6. Demonstrated ability to exercise initiative and management with the proven ability to effectively contribute to the development and enhancement of policies and procedures.
7. A demonstrated understanding and commitment to privacy principles and confidentiality of sensitive information.
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.