POSITION DESCRIPTION

Manager, People Systems & Insights

September 2024

UNIVERSITY *of* TASMANIA

Position Summary

College / Division	People and Wellbeing
School / Section	People Services
Location	Hobart, Launceston or Burnie
Classification	HEO Level 9
Reports to	Director, People Services
Direct reports	Two
Delegation level	No Delegation

Position Overview

The Manager, People Systems and Insights is accountable for day-to-day management and coordination of support for the University's People Systems and leading improvement opportunities for these systems, while also managing and uplifting data integrity.

In addition, the position is responsible for coordinating the development, analysis and distribution of reports and data to support institutional strategies and initiatives. This includes the visual, verbal or written representation of data in a way that provides meaningful information to the recipient.

They will work collaboratively with key stakeholders to deliver projects simultaneously against tight timeframes and be required to lead continuous improvement initiatives with a strong customer service focus and commitment to achieving outcomes. They will also work collaboratively with the Senior Manager, Payroll and Benefits to manage payroll system enhancements, upgrades, and process improvements to ensure efficiency and effective delivery.

About the University of Tasmania

Welcome to the University of Tasmania, your island campus 1,270 million years in the making. This is heightened education at a slower pace of life. A place that attracts the highest percentage of scientists per capita in the world. Home to towering temperate rainforests, 60,000 years of human knowledge and underground cultural experiences of legend. Take your time to breathe it all in.

Our journey began in 1890, with a seed of academic excellence sown on our island. We inspire and encourage people to flourish and thrive. Our unique circumstances have made us resilient, transforming us into creative problem solvers. Our success is a testament to our quiet determination and adaptability.

We are more than just a place of learning. We are a catalyst for economic growth, a beacon for literacy, a champion for health and a guardian of our environment. We generate powerful ideas for and from Tasmania. We invite inquiring minds, from near and far, to join us in our pursuit of the extraordinary.

Accountabilities and outcomes

Purpose
The Manager, People Systems and Insights is accountable for day-to-day management and coordination of support for the University's People Systems and leading improvement opportunities for these systems, while providing reporting and analytics to support institutional strategies and initiatives.

Key Outcomes

- Manage the provision of technical support and guidance in the use of People Systems within People and Wellbeing and the broader organization, including troubleshooting of issues and maintaining appropriate documentation.

- Manage the delivery of periodic reports and processes including daily, fortnightly, monthly, quarterly and annual processes.

- Provide leadership for projects, primarily focussed on enabling People Systems to support business process improvements and ensuring compliance objectives are met. Identify areas for future development of People Systems and associated systems in line with institutional requirements.

- Provide high quality analysis, commentary and interpretation of People data. Support the appropriate distribution of the results and commentary to internal and external stakeholders.

- Lead the enhancement of data integrity and data quality by identifying areas for improvement and championing solutions with key stakeholders.

- Identify opportunities for system and process improvements, and manage the implementation of enhancements to key People Systems, to support the continuous improvement of the broader People and Wellbeing function. Accurately maintain documentation to support system processes.

Behavioural Expectations

We aim for everyone to have a positive experience at our university, and all staff contribute toward creating a university culture that is safe and supportive, enabling our community to flourish by:

- Treating all others – staff, students and community with fairness, equity and respect.
- Ensuring the workplace is an inspiring and safe place to be.
- Ensuring the workplace is free from harassment, bullying, victimisation and discrimination.

Success profile

Personal Attributes

- **Evaluative:** Excels at examining information and asking probing questions, documenting facts and interpreting data in an objective manner.
- **Driven:** Takes action and uses initiative to seize opportunities and pursue outstanding results, even when presented with difficulties or setbacks.
- **Communicative:** Enjoys articulating information and giving presentations. Shapes opinion through influencing skills while challenging established views and assumptions.
- **Resilience:** Able to stay calm under pressure and tolerate stress. Adept at calming others and resolving conflict in stressful situations.

Core Capabilities

- **Strategy into Action:** Able to set, operationalise and activate strategy into specific actions, timelines and responsibilities to enable the University to deliver on key strategic goals.
- **Leading Change:** Involves colleagues in designing, co-creating and exploring the changes that will affect them. Ensures lasting adoption of changes by combining established change management practices with people-centred design and behavioural science.
- **Innovation Management:** Effectively facilitates idea generation within and across teams. Brings cohorts of people together to incubate ideas from concept to design to implementation. Fosters and enables safe spaces for creative thinking and contribution.
- **Well Managed Delivery and Performance:** Effectively deploys management systems including planning, operational controls, ongoing performance management and reviews, progress and impact measurement and retrospective operational and outcome reviews.

Role Specific Skills, Knowledge and Experience

- Demonstrated experience in the leading the management and maintenance of People Systems platforms and processes to support operational objectives, including a detailed understanding of system integrations and the flow of downsteam data.

- Experience in managing improvements and upgrades to People Systems in line with legislative compliance requirements, while ensuring the broader University's requirements are met.

- Proven ability in managing teams in the provision of technical information related to systems and insights, resulting in a high standard of customer service delivered to a range of audiences.

- Demonstrated capability in the analysis of quantitative and qualitative data to identify trends and provide insights and narratives to support decision making, including experience with various reporting tools including PowerBI and Microsoft Excel (advanced skills).

- Ability to analyse and evaluate complex issues, meet deadlines, and identify effective solutions using a continuous improvement mindset.

- Commitment to providing high-quality services while working flexibly and collaboratively. Skilled in liaising with stakeholders at all levels and presenting complex or technical information to various audiences, including senior management.

- Knowledge or experience working with PeopleSoft, ServiceNow, PageUp and CultureAmp is desirable.

Other Requirements

To be eligible for this position, you are required to hold Australian or New Zealand Citizenship, permanent residence or a valid visa that enables you to fulfil the requirements of this role.

As part of our commitment to a safe and inclusive workplace, employment history and criminal background checks may be conducted as part of the selection process.

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