

Manager, HR Services

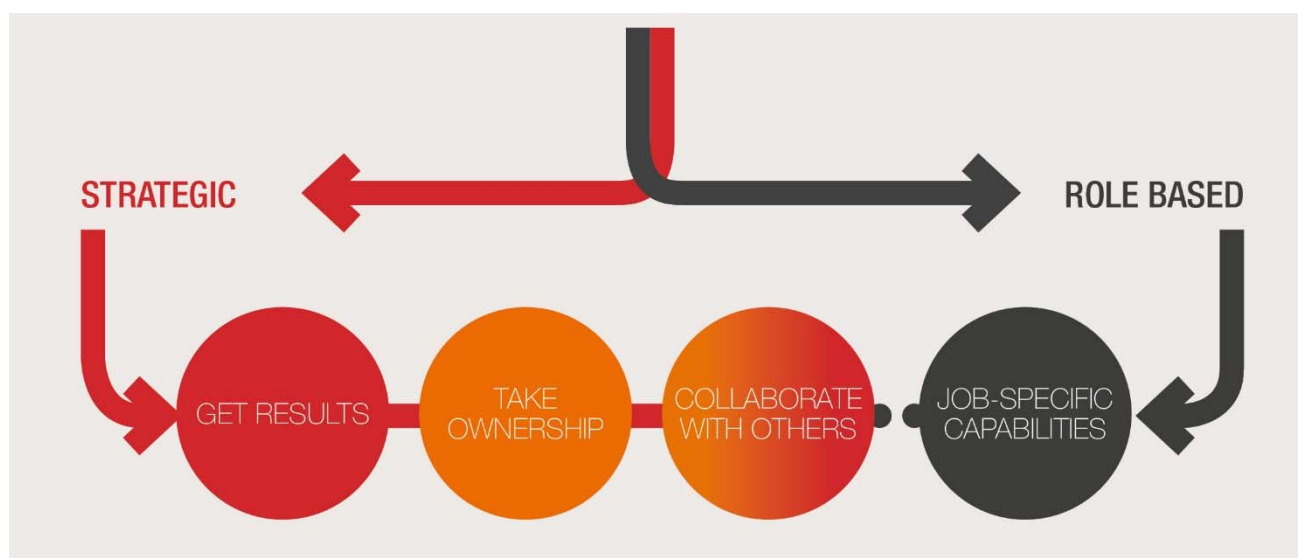
Division of Human Resources

Classification	Level 9
Delegation Band	Delegations and Authorisations Policy (see Section 3)
Nature of Employment	Continuing
Workplace Agreement	Charles Sturt University Enterprise Agreement
Date Last Reviewed	August 2019

Our Values



Our Capability Framework



Division of Human Resources

The Division of Human Resources has a key strategic role in building institutional strength, reputation and sustainability at Charles Sturt University. The Executive Director, Human Resources reports directly to the Vice-Chancellor and is a member of the Vice-Chancellor's Leadership Team.

The Division facilitates and supports the attainment of the University's strategic objectives through working in partnership with faculties and divisions to attract, retain and develop the staff required to meet business needs and by progressing leadership development, culture and change management within the University.

There are two Directorates, which deliver a comprehensive and integrated range of HR services:

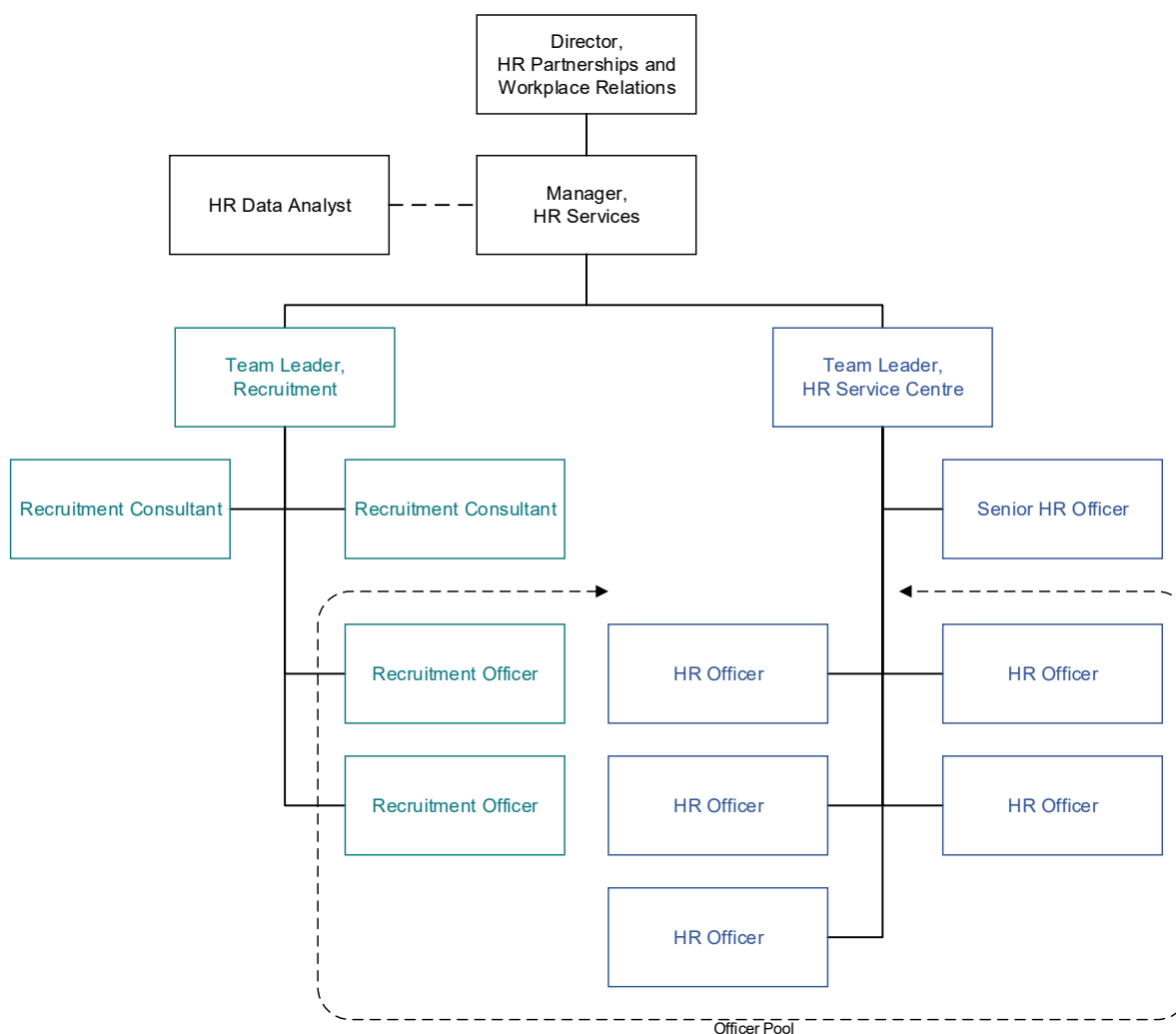
- Culture, Capability and Wellbeing; and
- HR Partnerships and Workplace Relations.

Organisational Chart

[Charles Sturt University](#)

[Division of Human Resources](#)

HR Services Team



Reporting Relationships

This position reports to: Director, HR Partnerships

This position supervises: Team Leader, Recruitment
Team Leader, HR Service Centre

Key Working Relationships

- University Managers and Staff
- Applicants
- HR Colleagues
- Manager, Remuneration and Benefits
- Division of Marketing and Communications

Position Overview

The Manager, HR Services will lead an in-house recruiting team to deliver a strategically-aligned, future-focused recruitment function that is responsive to changing market conditions and underpinned by principles of equity, diversity and merit, and provide leadership to the HR Service Centre, which is the first point of contact for HR enquiries for University staff across all campuses and administers pay and employment conditions.

Principal Responsibilities

1. Lead the Recruitment and Service Centre team to deliver a forward-looking, fit-for-purpose and mature function that meets the needs of the University, optimising team performance and service delivery to clients.
2. Maintain awareness of best practice in recruitment and administration of conditions of employment, including developments in the use of technology and social media.
3. Provide specialist advice within the Division and the University relevant to the administration of conditions of employment. This involves the timely and accurate processing of salary (to gross) and leave transactions across the employee lifecycle from onboarding to exit.
4. Deliver value-add services to assist the University to manage pay and employment conditions.
5. Manage the HR contact centre, which is the primary point of contact for HR enquiries from staff.
6. Develop and maintain policies and resources related to conditions of employment.
7. Build quality relationships with internal clients and external agencies.
8. Develop the capability of University managers in recruitment and selection, and administration of the employment relationship with their staff, driving self-service where appropriate.
9. Develop and maintain the employee value proposition and foster an applicant experience that enhances the University's reputation.
10. Enhance recruitment strategy, policy and process to ensure the University attracts a capable and diverse workforce.
11. Analyse recruitment outcomes and adjust attraction and selection methods to strengthen fit with Charles Sturt's values and performance on the job.
12. Develop campaigns to address strategic workforce requirements and build talent pipelines, tailoring selection processes to specific cohorts.

13. Conduct remuneration benchmarking for key positions, monitor competitor benefits, and coordinate executive remuneration for the University.
14. Manage tenders and contracts with third party service providers.
15. Provide business process oversight to HR systems as the nominated subject matter expert for (currently) PageUp, Ascender Pay, Academic Workload Manager, HPE Records Manager and Talisma.
16. Contribute to the development and delivery of divisional initiatives that support *Strategic Workforce Capability* under the University Strategy 2017-2022.

Job Specific Capabilities

<i>Capabilities</i>	<i>Examples</i>
Business savvy	Use insights from industry, the higher education sector and CSU's organisational environment to improve outcomes.
Customer centric	Foster a culture that effects bold change and delivers real benefits for stakeholders.
Innovative	Future proof the recruitment and HR service delivery functions, reviewing technological and other developments in the profession and innovating as appropriate.
Influence	Bring others along on the journey towards more mature recruitment and HR service functions.
Take action	Apply judgment to data to support business decision making.
Lead and supervise	Provide the team with clear direction and set appropriate standards. Motivate, develop and empower team members.

Physical Capabilities

The incumbent will be required to:

- Work at a computer-based workstation and operate other typical office equipment.
- Drive a University vehicle distances up to 500kms per day within the terms of the University's [Driver Safety Guidelines](#).

Selection Criteria

Applicants are expected to address the selection criteria when applying for this position.

Essential

1. A relevant postgraduate qualification or equivalent with proven skills, knowledge and experience relevant to the role of Manager, Recruitment and HR Services (limit your response to 2 pages);
2. Demonstrated ability to successfully lead a team through transition (up to 1 page).

Information for Prospective Staff

Your Application

E-recruitment is the method by which CSU manages its recruitment processes and it is preferred that all applications be lodged using this method. Please refer to www.csu.edu.au/jobs/.

If intending applicants are unable to access this website, please contact the HR Service Centre on 02 6338 4884.

Staff Benefits

CSU is committed to providing an employment environment that fosters teamwork, innovation, reflective practice, continual learning, knowledge sharing and opportunities for staff to achieve their full potential. CSU is committed to providing a flexible working environment that encourages employees to live a balanced lifestyle, combining work and family responsibilities.

To find out more: <http://www.csu.edu.au/jobs/working-with-us/benefits-and-rewards>.

Essential Information for Staff

- All employees have an obligation to comply with all the University's workplace health and safety policies, procedures and instructions and not place at risk the health and safety of any other person in the workplace;
- All employees are required to be aware of and demonstrate a commitment to the principles of equal opportunity in the workplace;
- All employees are to ensure the creation and maintenance of full and accurate records of official University business adheres to the University's Records Management Policies; and
- All employees are expected to undertake an induction program on commencement.

Further information regarding the policy and procedures applicable to Workplace, Health and Safety and Equal Opportunity can be found on the CSU website <http://www.csu.edu.au/division/hr/>.

Further information regarding the policies and procedures of CSU can be found in the CSU Policy Library at: <https://www.csu.edu.au/about/policy>.

The following links are listed from [CSU Policy Library](#) on relevant specific policies:

- [Code of Conduct](#)
- [Staff Generic Responsibilities Policy](#)
- [Delegations and Authorisations Policy](#)
- [Outside Professional Activities Policy](#)
- [Intellectual Property Policy](#)