POSITION SUMMARY

The Human Resources Officer is part of the Human Resources team responsible for the delivery of generalist HR services to the various faculties and divisions of UNSW.

The position supports the HR Manager and HR Consultant to interpret, implement and administer the University's HR policies and procedures at the faculty/divisional level in accordance with the requirements of the client group.

ORGANISATIONAL ENVIRONMENT

The position works within the policy and framework of the University and provides advice on conditions of employment and policy application to the extent that UNSW polices and industrial legislation covers each situation.

Key clients include Deans, Heads of Schools, General Managers and senior professional staff managers. Internally, the position works directly with the Faculty HR Manager and HR Consultant(s) to deliver the HR function to their client group and also works closely with HR specialists including Salaries, Superannuation, Employee Relations, HR Legal Counsel, the People and Culture Development Unit, and Workplace Diversity.

Externally the position liaises with government organisations, such as the Department of Immigration & Border Protection, as well as with external consultants (e.g. recruitment and relocation providers) and colleagues from other Universities, as required.

The position is required to work cooperatively and collaboratively with the faculty/division client group, especially with key clients such as the Faculty General Manager and/or senior managers of central divisions. The HR Officer is expected to build strong and effective professional networks across the faculty/division and broader HR unit and also develop an understanding of the particular dynamics of the structure, priorities and staff within their area.
so that a tailored and effective HR service that meets the needs of the area may be provided.

The position holder must exercise complete discretion and absolute confidentiality, at all times.

Statistics

- UNSW staff equate to 6,500 across 9 Faculties and 4 Divisions
- Units with the Human Resources Department are:
  o Director Human Resources
  o HR Clients Services (HR Managers, Consultants and Officers, Superannuation, Salaries)
  o Employee Relations & Policy
  o Business Improvement
  o People & Culture Development
  o Academic Promotions
  o Business Improvement
  o HR Systems

Reporting Relationships

Supervisor’s title: HR Manager

Other positions reporting to the supervisor: HR Consultant/s and HR Officer/s

Positions reporting to this position: Nil

Other relationships: Other HR teams and client group

KEY DUTIES & RESPONSIBILITIES

Level 5

- Administration of documentation related to the staff life cycle (entry through to exit) including the accurate and timely preparation of offers, variations, fixed-term contract reviews and terminations.
- Administration of the recruitment and selection processes for both Academic and Professional staff, including:
  o Coordinating advertising and recruitment activities (including the travel logistics for candidates and committee members where applicable); and
  o Provision of advice on recruitment policies, practices and options for filling positions Coordinating visa and relocation processes for new staff and conducting new staff orientations and inductions.
- Provision of accurate and timely advice to staff (including Heads of School, Managers and Supervisors) on a range of employment related matters including the interpretation of UNSW HR policy and procedures, and industrial documents.
• Conduct HR reporting as relevant to the client group on a range of HR matters (e.g. probation, broadband progression, fixed term contracts, Academic Visitors, and employment visas).
• Provide assistance to Heads of School, the Dean and the HRM/HRC in the administration of the Special Studies Program (SSP) for Academic staff.
• Drafting of correspondence on behalf of the HR Manager and HR Consultant as required.
• Work with the HR Manager and HR Consultant to deliver proactive, professional and coordinated HR solutions to the client group.
• Provide high quality customer service, delivering accurate and consistent advice at all times, referring matters to more senior HR staff and HR specialist teams as appropriate.
• Maintain high standards of ethical professional practice including the protection of confidentiality of clients.
• Undertake other duties as directed by the HR Manager in conjunction with the Faculty General Manager/other Senior Managers and make a positive contribution to the HR Client Services Team through project work, meetings, and other activities.
• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Level 6
In addition to the above -
• Higher level oversight of recruitment and selection processes, including providing advice on advertisements, recruitment strategies, and the evaluation of position descriptions.
• Provide job evaluation advice, assessment and recommendations to the HR Manager for approval.
• Using a case management approach, provide professional and accurate advice and assistance on HR policies and procedures to clients and independently coordinate advice from the HRM and HR specialist areas as required.
• Interpretation of University level HR strategies and applying HR policy consistently across the client group including adapting the advice to the needs and requirements within particular work units.
• Recommend improvements to HR processes, systems, policies either at the faculty/divisional or broader HR level.

SELECTION CRITERIA

Level 5
• Relevant Diploma in Human Resources with at least 2 years work experience in Human Resources or a relevant degree without subsequent experience.
• Sound understanding of contemporary HR practice, and experience in interpreting and applying relevant legislation, regulations, policies and procedures.
• Ability and/or experience in providing an HR or other relevant advisory service to supervisors, staff or other clients with a demonstrated high commitment to customer/client service.

• Ability to accurately draft and prepare HR related documentation

• Intermediate skills in using office software including email, word processing, spreadsheets and experience in using computerised HR systems, including data review and general reporting.

• Excellent interpersonal skills with the ability to develop positive relationships with clients at all levels and work effectively in a team environment

• Ability to set priorities and manage workflow independently within a high volume environment, meeting deadlines while maintaining accuracy

• Ability to use judgment and discretion and seek advice and assistance from senior/specialist staff as required.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

Level 6
In addition to the above -

• Substantial relevant work experience in a human resources generalist or specialist role.

• Experience in providing a broad range of authoritative professional advice and assistance to clients on HR policies and procedures.

PROGRESSION STATEMENT

The incumbent will normally be expected to have reached the top step of level 5 prior to progression to level 6. Criteria for progression to level 6 will be based on satisfactory performance of all duties and responsibilities at level 5 and a demonstrated capacity to take on the duties and accountabilities of the position at level 6.

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.