

“Equity principles underpin all UNE policies and procedures. The University is committed to EEO principles and values cultural diversity, and recognises that all its employees have a contribution to make in ensuring an equitable and harmonious working environment.”

UNIVERSITY OF NEW ENGLAND

POSITION: HR Client Services Officer
DIRECTORATE: Human Resource Services
REPORTS TO: HR Client Services Team Leader
CLASSIFICATION: HEO Level 5
DATE CLASSIFIED: 3 July 2008

POSITION DIMENSION:

Human Resource Services at The University of New England includes the areas of Industrial Relations, Establishment & Classification, Recruitment & Selection, Remuneration, Benefits and Systems, Occupational Health and Safety, Organisational Development and Employment Equity and Diversity.

HR Client Services is the operational backbone of the University's human resource services function and aims to provide excellence in HR customer service to the University community in order to achieve outcomes in line with the University's Strategic Plan.

This position, reporting to a Team Leader, has responsibility for contributing to the provision of the day-to-day range of personnel services to the University and providing a consultancy service to the University community.

POSITION OBJECTIVE:

With a strong client focus, the HR Client Services Officer will provide specialist support and advice, and contribute to the administration of the functional areas of establishment, recruitment, payroll, superannuation, leave, performance management, employment conditions, interpretation of Award and Enterprise conditions and contractual matters. They will also be required to support the maintenance of the HR Management Information System; and contribute to all general administrative tasks conducted by the HR Client Services team as well as provide support and assistance for other staff in HR Client Services.

DUTIES:

Under general direction:

1. Provide guidance and consultancy support to clients on various personnel functions and operational matters, including advice to the University management and community more generally on employment and conditions, in accordance with relevant Acts, Awards, certified Agreements and HR policy and procedures. This will include advice on matters related to

establishment, classification, recruitment, selection, contracts of employment and variations to those contracts, conditions of employment, leave, payroll, and cessation of employment.

2. As allocated, be responsible for the provision of a complete range of recruitment processes including interpretation of recruitment policy and procedures and advice to selection committees, referees and applicants.
3. Prepare employment contracts for both award and non-award staff and provide advice to managers on the probable impact of proposed contractual variations, ensuring that managers are aware of the potential outcomes of decisions where such decisions might contravene or are in conflict with University human resource policy or Award provisions. Liaise with the Team Leader when such decisions may result in industrial issues being raised.
4. Prepare timely and accurate information and reports in order to action such personnel functions as leave, probation, increments, and renewals (or terminations) of appointments.
5. Provide administrative and back-up support for the administration of payroll, which, where relevant, may include being responsible for running secondary payrolls, and other related payroll functions, including facilitating the processing of redundancy and preparing all relevant documentation (including calculation of entitlements). Ensure that Eligible Termination Payments (ETPs) are in compliance with Australian Taxation Office regulations and that ETP group certificates are produced.
6. Make a significant contribution to the establishment and maintenance of adequate and comprehensive documentation for the internal administration of personnel functions.
7. Administer the creation of records and maintenance and reconciliation of data on the human resource information system (HRIS) in accordance with the University's administrative and audit requirements and consistent with source documents. This will include providing assistance to the Systems team in testing HRMIS upgrades, set up and maintenance as required; the co-ordination of the entry of appointment information, time sheets, leave forms, terminations and other variations as required; and providing feedback to team members of incidents or the identification of occurrences relating to data entry errors and the maintenance of employee information.
8. Assist, as required, in the development and maintenance of adequate and comprehensive documentation on personnel and operational policy and procedures, including identifying inconsistencies in policy and procedure and providing recommendations for solutions to relevant officers.
9. Be conversant with the administrative requirements of superannuation schemes in which the University is a participating employer and conduct the administration of employer obligations to such schemes.
10. Prepare reports and correspondence to internal and external clients in relation to employment contracts and conditions within Award provisions and other ad hoc matters.
11. Be involved in project management as either a project team member or leader as required.
12. Apply the University's policies and procedures relating to EEO, Risk Management, Records Management, OHS and Quality Assurance as they relate to the relevant personnel functions.

QUALIFICATIONS AND SELECTION CRITERIA

1. A degree in the area of human resource services; or a relevant associate diploma with a range of experience including appropriate relevant work experience in the area of human resource services; or an equivalent alternative combination of relevant knowledge, training and/or experience.
2. Demonstrated experience in a broad range of general personnel functions.
3. High-level oral and written communication and interpersonal skills, with the ability to liaise at all levels.
4. Demonstrated ability to use initiative, work independently and as part of a team.
5. Demonstrated strong analytical and organisational skills, with excellent accuracy and attention to detail and the ability to identify and resolve problems.
6. Demonstrated ability to interpret and apply a wide range of policy, procedures and legislation.
7. Demonstrated excellent computer skills including an understanding of the appropriate application of Management Information Systems, and competence in the use of appropriate software (eg. word processing, spreadsheets and databases).
8. Demonstrated excellent client service skills.
9. Demonstrated understanding of, commitment to, and ability to apply EEO, OH&S, Quality Assurance, Records Management and Risk Management principles.