

Role Description

HR Officer Generalist

[Generic Role Description: HR Officer – Generalist 7/8]

Role description essentials

Cluster/Agency	Family and Community Services (FACS)
Division/Branch/Unit	Various
Location	TBC
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	TBC
ANZSCO Code	223111
Role Number	TBC
PCAT Code	Varies depending on team and client
Date of Approval	TBC
Agency Website	www.facs.nsw.gov.au

This role description applies to multiple roles across FACS. Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

The Department of Family and Community Services (FACS) directly supports approximately 800,000 people every year and reaches a further million people through local community-based programs.

Our vision is to empower all people to live fulfilling lives and achieve their potential in inclusive communities. We collaborate with government, non-government and community partners to work with children, adults, families and communities to improve lives and realise potential, with a focus on breaking, rather than managing, disadvantage.

Primary purpose of the role

Deliver high quality HR services, advice, projects and initiatives to help build and sustain workforce capabilities, culture and leadership enabling FACS to deliver on strategic priorities and reform.

Key accountabilities

- Provide information and advice to staff and managers on HR programs and initiatives ensuring high quality customer service.
- Partner with the business to undertake parts of HR projects, reforms and reviews that directly support FACS priorities and reforms.
- Coordinate the implementation and operation of HR initiatives and processes to ensure implementation and engagement strategies are effectively executed and risks/ gaps are addressed.
- Contribute to the evaluation of HR strategies, policies, business processes and programs and recommend improvements that contribute to the effectiveness of current and future HR initiatives.
- Prepare a range of program and project-related documents for key stakeholders as required, including developing and monitoring project plans, coordinating resources and monitoring budgets to ensure project milestones are met.
- Research and prepare advice in the form of briefs, policy and discussion papers to contribute to responses to Ministerial, Cabinet or FACS requests.

- Collaborate with team members on projects and day to day priorities to ensure deadlines are met and results are achieved.
- Work across the HR Directorate to contribute to a seamless end-to-end HR service that is client orientated and outcomes focussed.

Key challenges

- Exercising sound judgement, empathy and discretion when dealing with sensitive and complex human resource management matters.
- Balancing ongoing management of programs and business processes with new initiatives and emerging priorities.

Key relationships

Internal relationships

Who you'll work with	Why
Manager	<ul style="list-style-type: none"> • Report directly to manager • Seek direction, advice and support • Provide information and feedback
Team Members	<ul style="list-style-type: none"> • Provide information and advice • Provide an effective and valuable two way liaison
Other FACS Divisions	<ul style="list-style-type: none"> • Ensure the provision of timely and accurate advice • Develop and maintain effective working relationships • Negotiate/agree on timeframes
FACS Districts and Clusters	<ul style="list-style-type: none"> • Ensure consistent engagement with service delivery planning and service providers • Develop and maintain effective working relationships • Negotiate/agree on timeframes

External relationships

Who you'll work with	Why
Non-government Organisations	<ul style="list-style-type: none"> • Engage with service providers

Role dimensions

Decision making

The role

- works with some supervision carrying a level of autonomy in setting own priorities in alignment with management.
- maintains a degree of independence to develop a suitable approach in managing it's workload and provision of advice and recommendations as well as input into the development of relevant systems, frameworks, team planning and projects.
- responsible for determining own actions undertaken, within government and legislative policies, and ensuring quality control in the implementation of own workload.

- ensures recommendations are based on sound evidence, and at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to both internal and external stakeholders.
- consults with manager or senior staff on a suitable course of action in matters that are sensitive, high-risk or business-critical and those issues with far reaching implications in respect to resources/quality advice provision.

Refer to the FACS Delegations for specific financial and/ or administrative delegations for this role.

Reporting line

See divisional structure and supplementary material.

Direct reports

N/A

Budget/Expenditure

N/A

Essential requirements

Appointments are subject to reference checks. Some roles may also require the following checks/clearances:

- National Criminal History Record Check in accordance with the *Disability Inclusion Act 2014*
- Working with Children Check clearance in accordance with the *Child Protection (Working with Children) Act 2012*



Capabilities for the role



The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/sector-support/capability-framework>.

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Adept
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Foundational

Capability Group	Capability Name	Level
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate


NSW Public Sector Human Resources Professionals Capability Set

The NSW Public Sector Human Resources Professionals Capability Set defines the additional knowledge, skills and abilities required for roles within the human resources function. A copy of the Human Resource Professionals Capability Set can be found at www.psc.nsw.gov.au/workforce-management/capability-framework/occupation-specific-capability-sets/human-resources-capability-set

These capabilities depend on the focus of the responsibilities within the area of HR the role is located.

*Separate specialist role descriptions for these streams

Human Resources Professionals Capability Set

Capability Group	Capability Name	CAPABILITY LEVEL					
		Workforce Strategy & Policy	Organisational Development & Learning	Employee Relations*	People Partnerships	Talent Advisory	Payroll*
	Workforce Strategy	Level 1					
	Organisational Design						
	Talent Management		Level 1		Level 1	Level 1	
	Organisational Culture		Level 2				
	Workforce Relations						
	Workforce Insights	Level 1					
	Employee Services	Level 1	Level 1		Level 1	Level 1	

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Personal attributes

Capability Name	Level	Behavioural Indicators
Act with Integrity	Intermediate	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way• Support a culture of integrity and professionalism• Understand and follow legislation, rules, policies, guidelines and codes of conduct• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct• Recognise and report misconduct, illegal or inappropriate behaviour• Report and manage apparent conflicts of interest
Value Diversity	Adept	<ul style="list-style-type: none">• Seek to promote the value of diversity for the organisation• Recognise and adapt to individual differences and working styles• Support initiatives that create an environment in which diversity is valued

Relationships

Capability Name	Level	Behavioural Indicators
Commit to Customer Service	Adept	<ul style="list-style-type: none">• Take responsibility for delivering high quality customer-focused services• Understand customer perspectives and ensure responsiveness to their needs• Identify customer service needs and implement solutions• Find opportunities to co-operate with internal and external parties to improve outcomes for customers• Maintain relationships with key customers in area of expertise• Connect and collaborate with relevant stakeholders within the community
Work Collaboratively	Adept	<ul style="list-style-type: none">• Encourage a culture of recognising the value of collaboration• Build co-operation and overcome barriers to information sharing and communication across teams/units• Share lessons learned across teams/units• Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work

Results

Capability Name	Level	Behavioural Indicators
Think and Solve Problems	Adept	<ul style="list-style-type: none">• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness• Identify and share business process improvements to enhance effectiveness

Business enablers

Capability Name	Level	Behavioural Indicators
Project Management	Intermediate	<ul style="list-style-type: none">• Perform basic research and analysis which others will use to inform project directions• Understand project goals, steps to be undertaken and expected outcomes• Prepare accurate documentation to support cost or resource estimates• Participate and contribute to reviews of progress, outcomes and future improvements• Identify and escalate any possible variance from project plans

Workforce Strategy & Policy

Occupation specific capability set – Human Resources

Category and Sub-category	Level and Code	Level Descriptions
Workforce Strategy	Level 1	<ul style="list-style-type: none">• Undertake desktop research to support development of organisational workforce strategies.• Monitor workforce data, such as diversity and engagement, to inform whole of organisation workforce strategy development.• Extract and monitor labour market data and trends to support forecasts of workforce supply and cost.• Assist in the development of change management, tools and methods to transition to new business priorities or models.

Occupation specific capability set – Human Resources

Category and Sub-category	Level and Code	Level Descriptions
Workforce Insights	Level 1	<ul style="list-style-type: none"> • Undertake primary research activities into workforce or workplace issues, costs and service delivery targets. • Assist in the development, distribution and collection of staff surveys and other workforce management evaluation tools. • Assist in the implementation of workforce management tools and provide assistance and advice to internal stakeholders to optimise their use. • Assist in the collection and analysis of workforce data by extracting data from systems and using established data analysis protocols. • Collect and monitor feedback on the impact of new or changed workforce management initiatives and programs.
Employee Services	Level 1	<ul style="list-style-type: none"> • Respond to basic employment queries and provide relevant information, explanation and advice to employees. • Respond appropriately to service requests and client feedback on customer service, escalating matters to managers where necessary. • Assist in the delivery of basic workforce management services (e.g. induction/ orientation, payroll) in line with service-level agreements for the division or organisation. • Collect and monitor data on and understand the broader impact that HR service delivery has on business outcomes and employee experience. • Implement systems and processes to measure the efficiency of third party suppliers. • Maintain service excellence and support during times of change. • Comply with organisational procedures and legislative/ regulatory requirements.

Organisational Development and Learning

Occupation specific capability set – Human Resources

Category and Sub-category	Level and Code	Level Descriptions
Talent Management	Level 1	<ul style="list-style-type: none"> • Assist in employee capability identification and assessment activities. • Provide information to managers and employees about talent management process and system requirements, and assist in their implementation. • Administer organisation-wide employee development process systems that link performance objectives, reviews, development, and career planning. • Assist employees and managers in selecting appropriate learning and development initiatives to respond to individual capability needs and plans. • Assist in the development and delivery of performance and recognition practices. • Collect and monitor feedback to inform continuous improvement of programs.

Occupation specific capability set – Human Resources

Category and Sub-category	Level and Code	Level Descriptions
Organisational Culture	Level 2	<ul style="list-style-type: none"> Support managers to foster understanding of the relationships between the Employee Value Proposition, organisational culture, employee engagement, and achieving business outcomes. Advise managers on how to assess their workforce management practices and their team's culture and level of engagement against desired values, ethics and expected behaviours, to establish the basis for future action. Support managers to create and drive employee engagement initiatives, tailored to their employees' unique needs and motivations. Facilitate the conditions for employees to do good, innovative work by coaching managers to role model and shape a diverse, inclusive, flexible and collaborative team culture. Support employees and managers to understand and use proactive, confidential and supportive short-term, solution oriented coaching and advisory services on a wide range of personal and work-related issues. Develop managers and employees in taking early steps to address and/or report instances of behaviour contrary to organisational values and expectations. Support managers in identifying potential systemic issues affecting the workplace environment and employee wellbeing and developing and implementing solutions for these issues. Support managers in taking early steps to address issues that put positive workplace culture at risk.
Employee Services	Level 1	<ul style="list-style-type: none"> Respond to basic employment queries and provide relevant information, explanation and advice to employees. Respond appropriately to service requests and client feedback on customer service, escalating matters to managers where necessary. Assist in the delivery of basic workforce management services (e.g. induction/ orientation, payroll) in line with service-level agreements for the division or organisation. Collect and monitor data on and understand the broader impact that HR service delivery has on business outcomes and employee experience. Implement systems and processes to measure the efficiency of third party suppliers. Maintain service excellence and support during times of change. Comply with organisational procedures and legislative/ regulatory requirements.

People Partnerships

Occupation specific capability set – Human Resources

Category and Sub-category	Level and Code	Level Descriptions
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Occupation specific capability set – Human Resources

Category and Sub-category	Level and Code	Level Descriptions
Talent Management	Level 1	<ul style="list-style-type: none"> Assist in employee capability identification and assessment activities. Provide information to managers and employees about talent management process and system requirements, and assist in their implementation. Administer organisation-wide employee development process systems that link performance objectives, reviews, development, and career planning. Assist employees and managers in selecting appropriate learning and development initiatives to respond to individual capability needs and plans. Assist in the development and delivery of performance and recognition practices. Collect and monitor feedback to inform continuous improvement of programs.
Employee Services	Level 1	<ul style="list-style-type: none"> Respond to basic employment queries and provide relevant information, explanation and advice to employees. Respond appropriately to service requests and client feedback on customer service, escalating matters to managers where necessary. Assist in the delivery of basic workforce management services (e.g. induction/ orientation, payroll) in line with service-level agreements for the division or organisation. Collect and monitor data on and understand the broader impact that HR service delivery has on business outcomes and employee experience. Implement systems and processes to measure the efficiency of third party suppliers. Maintain service excellence and support during times of change. Comply with organisational procedures and legislative/ regulatory requirements.

Talent Advisory

Occupation specific capability set – Human Resources

Category and Sub-category	Level and Code	Level Descriptions
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Occupation specific capability set – Human Resources

Category and Sub-category	Level and Code	Level Descriptions
Talent Management	Level 1	<ul style="list-style-type: none"> • Assist in employee capability identification and assessment activities. • Provide information to managers and employees about talent management process and system requirements, and assist in their implementation. • Administer organisation-wide employee development process systems that link performance objectives, reviews, development, and career planning. • Assist employees and managers in selecting appropriate learning and development initiatives to respond to individual capability needs and plans. • Assist in the development and delivery of performance and recognition practices. • Collect and monitor feedback to inform continuous improvement of programs.
Employee Services	Level 1	<ul style="list-style-type: none"> • Respond to basic employment queries and provide relevant information, explanation and advice to employees. • Respond appropriately to service requests and client feedback on customer service, escalating matters to managers where necessary. • Assist in the delivery of basic workforce management services (e.g. induction/ orientation, payroll) in line with service-level agreements for the division or organisation. • Collect and monitor data on and understand the broader impact that HR service delivery has on business outcomes and employee experience. • Implement systems and processes to measure the efficiency of third party suppliers. • Maintain service excellence and support during times of change. • Comply with organisational procedures and legislative/ regulatory requirements.