

Role Description

HR Advisor



Cluster	Stronger Communities
Department/Agency	Office of Sport
Division/Branch/Unit	Corporate / People and Culture
Role number	52001725
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	223111
PCAT Code	1224192
Date of Approval	10 February 2024
Agency Website	www.sport.nsw.gov.au

Agency overview

The Office of Sport is the lead NSW Government agency for sport and active recreation.

With a vision of sport and active recreation creating healthier people, connecting communities and making a stronger NSW, we provide the people of NSW with the leadership, policies, programs, funding and infrastructure necessary to maximise the social, health and economic benefits realised through this valued sector.

Our work is spread across NSW, with ten Sport and Recreation Centres, five Olympic Sport Venues and offices throughout the state.

Primary purpose of the role

The HR Advisor supports the delivery of workforce programs and provides business support in connection with the Shared Service Provider. The role administers timely reporting from the Human Resources Information System and collaborates with the HR Programs Lead in developing strategic insights to drive HR strategy, programs and business process improvement..

Key accountabilities

- Assist in overseeing and coordinating HR project, program initiatives and audit requests, managing administrative workload and adhering to timelines.
- Investigate and identify SAP system errors and/or limitations and where required undertake User Acceptance Testing (UAT) that may impact SAP functionality.
- Provide advice and guidance to the People & Culture team on Shared Services process improvements and initiatives.
- Work in consultation with the HR Programs Lead on projects and change management activities, supporting the development of project plans for people and culture initiatives and changes.
- Maintain appropriate documentation and record keeping.
- Administer relevant HR reports as requested from the HRIS to influence workforce planning initiatives and maintain structural establishment changes for data accuracy.
- Support the streamlining of HR processes and procedures, and champion change initiatives.

- Build sustainable relationships with internal and external stakeholders to gain their support in the implementation of change and business reforms and foster commitment to service delivery.

Key challenges

Coordinating and supporting project deliverables under the guidance of the HR Programs Lead and meeting agreed standards given tight deadlines.

Working closely with internal and external stakeholders in process improvement and change initiatives

Key Relationships

Internal

Who	Why
–HR Programs Lead	<ul style="list-style-type: none"> • Seek direction, guidance and feedback regarding work and performance • Escalate issues and provide regular updates on issues and priorities • Collaborate on team projects.
People & Culture team members	<ul style="list-style-type: none"> • Collaborate with broader team in process improvement • First point of escalation for establishment maintenance. • Collaborate with and promote best practice on a range of human resources issues.
Customers	<ul style="list-style-type: none"> • Support the development of processes to resolve enquiries and routine requests in a timely manner. • Provide guidance to internal and external customers. • Manage Customer service standards within the team and identify improvements.

External

Who	Why
System and third-party providers	<ul style="list-style-type: none"> • Liaise to ensure that system and related software functionality is maintained at optimum levels.
Other Government Organisations	<ul style="list-style-type: none"> • Liaise with other government agencies to resolve system issues • Stay up to date on best practice within government as it relates to the function

Role dimensions

Decision making

Prioritise and deliver a range of HR Programs, in collaboration with the HR Programs Lead.

Decisions on matters outside the HR Advisor's accountabilities and on issues that are contentious or sensitive and may impact on the reputation of the Agency are escalated to the HR Programs Lead and/or the Director, People & Culture.

Reporting line

HR Programs Lead

Direct reports

Nil

Budget/Expenditure

TBC

Key knowledge and experience

- Demonstrated experience using a range of computer systems Word, Excel, Power BI
- Demonstrated experience using a Human Resources Information System, for example SAP.
- Experience and knowledge of the public sector employment framework, policies, procedures and practices.

Essential requirements

- National Criminal Records Check

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.


The capabilities are separated into focus capabilities and complementary capabilities

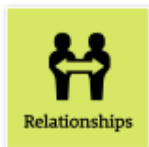
Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Adapt existing skills to new situations• Show commitment to achieving work goals• Show awareness of own strengths and areas for growth, and develop and apply new skills• Seek feedback from colleagues and stakeholders• Stay motivated when tasks become difficult	Intermediate

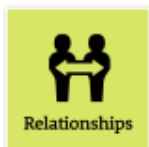


Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

Adept

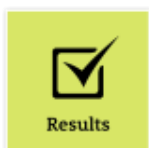


Work Collaboratively

Collaborate with others and value their contribution

- Build a supportive and cooperative team environment
- Share information and learning across teams
- Acknowledge outcomes that were achieved by effective collaboration
- Engage other teams and units to share information and jointly solve issues and problems
- Support others in challenging situations
- Use collaboration tools, including digital technologies, to work with others

Intermediate



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team goals and plans, and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

Intermediate



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

Adept



Technology

Understand and use available technologies to maximise efficiencies and effectiveness




- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies








Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational

	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational