

Role Description

HR Lead

Agency	Department of Education
	EDConnect, Shared Services Human Resources Payroll Operations Payruns and Support
Location	Parramatta
Classification/Grade/Band	Clerk Grade 7/8
Kind of employment	Ongoing
Role Number	177165
ANZSCO Code	23111
PCAT Code	1224140
Date of Approval	October 2019
Agency Website	www.dec.nsw.gov.au

Department of Education

The NSW Department of Education serves the community by leading the provision of world-class education. The Department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

The Department is one of the largest organisations and employers in Australia, and manages an annual budget that accounts for approximately one quarter of the State's total budget. Visit the Department's website above for more information.

EDConnect is the Department's new Shared Service Centre, delivering integrated transactional and advisory services (shared services) for the Department. Organisational performance in EDConnect is underpinned by 'The EDConnect Way' culture – we keep the customer at the centre of everything we do; we collaborate with and support each other to succeed; we take ownership of our work to ensure a quality outcome is delivered; we communicate transparently and listen actively; and we are accountable to each other to develop and grow.

Primary purpose of the role

The role is primarily responsible for providing technical leadership and guidance for teams within the Payroll Operations functional area of Shared Services HR. This area is primarily responsible for ensuring the efficient and effective delivery of payroll processing, associated processing functions and focuses on the effective operational implementation of SAP HR Payroll services, programs and /or projects within the unit.

This role requires previous SAP HR Payroll experience and specialist knowledge to effectively resolve internal and external customer enquiries in a prompt and professional manner. The role exercises professional judgment to ensure that competing and conflicting business priorities are met within agreed timeframes and to the required standard. A challenge is that competing priorities are often impacted by non- negotiable deadlines, requiring the role to influence and manage stakeholder demands.

To be successful in the role, you will have strong leadership skills and an understanding of project management and HR frameworks and practices. The role is accountable for optimising business outcomes and drives the day-to-day operational activities of the team in order to achieve team objectives. You will also have well-developed analytical skills and proven ability to provide pragmatic solutions to complex SAP HR Payroll problems. Strong interpersonal and verbal communication skills are also required, including the ability to influence a variety of stakeholders effectively.

Key accountabilities

- Develop implementation plans and specialist SAP HR Payroll advice aligned to business unit priorities. Where work involves direct reports or collaboration with other team members, the role ensures all parties are fully briefed on proposed business tasks and practices, timelines and expected outcomes. The role is also accountable for ensuring work remains on target, within budget and meets the agreed standards of service delivery.
- Work collaboratively with Shared Services HR team members to improve and develop innovative policies, procedures and documentation with particular emphasis on the SAP HR payroll program, in accordance with legislation and SAP HR Payroll related business reforms. Initiatives could include developing implementation guides and briefs, reporting procedures, systems/user documentation and providing SAP HR Payroll process support to team members. Actively participate in planning meetings/working parties and contribute ideas consistent with the Departments HR business objectives.
- Champion the use of new and/or updated technology applications, systems, procedures and organisational methods to deliver efficient and effective SAP HR Payroll solution in accordance with Department policy and the Directorate's business practices and protocols.
- Identify specific SAP HR Payroll training needs within Shared Services HR and analyse, develop and assist in the implementation of those training requirements.
- Engage with and contribute to the development of business plans and implementation strategies that enhance the provision of specialist advice and quality service delivery across the Directorate. Actively participating in planning meetings/working parties and contributing ideas consistent with business objectives will facilitate this.
- Support, encourage and mentor team members to increase employee skill level in a SAP HR Payroll specialist environment. Monitor the success and achievements of these improved skills and enable teams to share work openly, visibly and transparently by arranging physical and online environments to facilitate this.
- Have a thorough understanding of the working and associated linkages of SAP HR Payroll functions across the Shared Service HR Environment and the integrated linkages with other Department areas using the SAP solution.
- Provide regular updates to the immediate supervisor / manager in response to progress and the achievement of the role's agreed business targets. Management needs to be alerted to potential or emerging business-critical matters that could adversely impact program/policy implementation and/or service delivery. In this respect, the role identifies and assesses risk, and proposes and evaluates risk mitigation strategies.

Key challenges

- Be creative. Develop and implement solution based strategies aligned to SAP HR Payroll and the Shared Services HR business needs.
- Be curious. Lead and develop teams to achieve success in a specialist SAP HR Payroll work area. Be open to change and reform. Take the leadership role, promote initiatives and encourage people to progress forward.
- Be resilient. Remain positive to lead and work through demanding and challenging issues. Be empathic. Understand your people and their differences.

Key relationships

Internal	
Internal and external customers	<ul style="list-style-type: none">• Delivers high quality customer-focused services.• Provides guidance in resolving technical and/or complex matters requiring specialist knowledge or implementation advice.
Team members and teams across EDConnect and Human Resources Directorate	<ul style="list-style-type: none">• Supports, encourages and mentors team members and colleagues to achieve team goals in a changing environment.• Plans and monitors resource allocation effectively.• Provides performance feedback to direct reports.• Supports and shares information with colleagues to achieve team goals and provides and seeks assistance when required.
Supervisor/Manager	<ul style="list-style-type: none">• Provides regular status reports• Consults and escalates regarding sensitive, high-risk or business-critical matters.• Receives guidance in negotiating priorities and in handling non-routine, complex and sensitive matters.• Receives ongoing performance feedback, coaching and development.
Learning Networks/Communities of Practice	<ul style="list-style-type: none">• Actively participates in internal and/or external learning opportunities, briefing sessions and workshops to keep up to date with best practice.

Role dimensions

Decision making

The role acts independently in performing its core work functions and applies specialised knowledge, skills and professional judgment to achieve outcomes. In matters that are sensitive, high-risk or business-critical, the role consults with the supervisor to agree on a suitable course of action.

Where the role supervises a team, it has authority to make decisions about the coordination of workflows, and the deployment of team members, tasks and allocated resources to ensure the achievement of business results.

Reporting line

This role reports to the Assistant Manager, Payruns and Support

Direct reports

The role may include supervisory responsibilities. Please refer to the relevant organisational chart.

Budget/Expenditure

The role has no financial delegation or budget responsibilities

Essential requirements






- Appropriate tertiary qualifications in human resource management or a relevant discipline, and/or demonstrated successful experience in SAP HR/Payroll services, including technology, systems and/or business methods, in a HR Shared Services environment.
- Ability to work outside of normal core working hours.
- Ability to develop knowledge and understanding of the NSW government sector and the key Shared Services activities provided to customers.
- Knowledge of and commitment to the Department's Aboriginal Education and Training policies.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

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	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Foundational

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		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	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
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointly Support others in challenging situations
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/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 impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers Project Management	Foundational	<ul style="list-style-type: none"> Plan and deliver tasks in line with agreed schedules Check progress against schedules, and seek help to overcome barriers Participate in planning and providing feedback about improvements to schedules
People Management Manage and Develop People	Foundational	<ul style="list-style-type: none"> Clarify work required, expected behaviours and outputs Contribute to developing team capability and recognise potential in people Give support and regular constructive feedback that is linked to development needs Identify appropriate learning opportunities for team members Recognise performance issues that need to be addressed and seek appropriate advice
People Management Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none"> Develop team/unit plans that take into account team capability and strengths Plan and monitor resource allocation effectively to achieve team/unit objectives

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Ensure team members work with a good understanding of business principles as they apply to the public sector context• Participate in wider organisational workforce planning to ensure the availability of capable resources