

# Role Description

## HR Operations Officer



Cluster	Transport
Agency	Sydney Trains
Division/Branch/Unit	People and Corporate Affairs Group Rail
Location	Burwood
Classification/Grade/Band	RC05
Kind of Employment	Permanent Full Time
Role Number	51015438
ANZSCO Code	223111
PCAT Code	1224949
Job Code	81000415
Health Category Assessment – Safety	Category 4
Vision	N/A - Cat 4 Only
Hearing	N/A - Cat 4 Only
Date of Approval	December 2018
Agency Website	<a href="http://www.sydneytrains.nsw.gov.au">www.sydneytrains.nsw.gov.au</a> <a href="http://www.nswtrainlink.info">www.nswtrainlink.info</a>

### Agency overview

Group Rail is made up of Sydney Trains and NSW TrainLink.

Sydney Trains and NSW TrainLink were established in July 2013 as part of the integrated Transport authority and focus on providing sustainable, efficient and cost effective services by putting the customer at the centre of everything they do to delivering safe, reliable and clean rail services.

**Sydney Trains** provides train services throughout Sydney with **NSW TrainLink** connecting people and communities throughout NSW and serves regional communities bringing together intercity and regional rail services and coach for the needs of customers travelling longer distances.

### Primary purpose of the role

The HR Operations Officer works with the Director and the various Principal Managers in the HR Operations business unit to support the identification and development of process excellence across various aspects including HR Policy, Projects, Information management, HR Transactional and Analytic people related services.

The role performs a variety of administrative, information collection, reporting and people related support activities to support the delivery of day to day operations and special projects.

## Key accountabilities

- Support and coordinate the delivery of key HR people processes outlined in HR calendar. Provide quality HR support to the Director and Principal Managers within HR Operations on key HR people related programs and processes.
- Provide coordination, administrative, project support and reporting relating to people initiatives and /or ad hoc people projects.
- Maintain high quality and timely coordination of various workflows to achieve business milestones.
- Develop and maintain networks and contacts within the People & Corporate Affairs Directorate and key stakeholders to facilitate timely and coordinated responses to requests for information.
- Assist in identifying potential issues or risks to ensure the delivery of projects, people initiative and people projects.
- Assist in the provision of transactional and tactical HR support within a client group and escalate issues as appropriate.
- Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains safety management system requirements which are defined in SMS document number SMS-02-RG-3058.

## Key challenges

- Maintaining awareness of customer perceptions, the drivers of satisfaction with services
- Managing competing priorities, deadlines and inputs from multiple teams and stakeholders

## Key relationships

Who	Why
<b>Internal</b>	
Director and Principal Manager	<ul style="list-style-type: none"><li>• Receive guidance and direction</li><li>• Provide advice and contribute to decision making</li><li>• Identify emerging issues/risks</li><li>• Provide regular updates on key projects issues and priorities</li></ul>
People and Corporate Affairs	<ul style="list-style-type: none"><li>• Collaboration</li><li>• Provide regular updates on key projects</li></ul>
Business stakeholders, TfNSW	<ul style="list-style-type: none"><li>• Collaboration and provide regular updates on key projects</li><li>• Consultation and escalation of issues</li></ul>

## Role dimensions

### Decision making

#### The role

- Is expected to operate with some degree of autonomy in respect to their day to day work priorities
- Obtains direction, instruction and advice from the manager regarding work priorities and consults on significant issues or conflicts arising during work performed
- Works within a framework of legislative and regulatory frameworks, delegations, strategic and operational priorities, policies and procedures, and budget and resource parameters
- Refers to the supervisor all matters which require a higher delegated authority such as approval/sign-off of briefings and papers for matters requiring submission to the Executive or Minister's Office, approval for diary arrangements, approval for meeting and conference arrangements, and approval to incur expenditure.

## Reporting line

The role will report to a Principal Manager within HR Operations

## Direct reports

Nil

## Budget/Expenditure

Nil

## Essential requirements

- Demonstrated experience providing business and operations support for a business unit within a complex organisation
- Proven capability in aligning and translating business requirements into business and operational outcomes

## 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](http://www.psc.nsw.gov.au/capabilityframework)

This role also utilises an occupation specific capability set.

## 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	Foundational
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Intermediate</b>

## Human Resources Professionals Capability Set

Capability Group	Capability Name	Level
 Human Resources	<b>Employee Services</b>	<b>Level 1</b>

### 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
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Tailor communication to the audience</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Create opportunities for others to be heard</li> <li>• Actively listen to others and clarify own understanding</li> <li>• Write fluently in a range of styles and formats</li> </ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>
<b>Business Enablers</b> Project Management	Intermediate	<ul style="list-style-type: none"> <li>• Research and analyse information and make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>• Identify ways to improve systems or processes which are used by the team/unit</li> </ul>

## Human Resources Professionals Capability Set

Group and Capability	Level	Behavioural Indicators
<b>Human Resources Professionals Capability Set</b> Employee Services	Level 1	<ul style="list-style-type: none"><li>• Respond to basic employment queries and provide relevant information, explanation and advice to employees.</li><li>• Respond appropriately to service requests and client feedback on customer service, escalating matters to managers where necessary.</li><li>• 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.</li><li>• Collect and monitor data on and understand the broader impact that HR service delivery has on business outcomes and employee experience.</li><li>• Implement systems and processes to measure the efficiency of third party suppliers.</li><li>• Maintain service excellence and support during times of change.</li><li>• Comply with organisational procedures and legislative/ regulatory requirements.</li></ul>