

Role Description

HR Services Lead



Cluster	Department of Premier & Cabinet
Agency	Australian Museum
Division/Branch/Unit	People and Culture
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 9/10
Kind of Employment	Temporary
ANZSCO Code	223111
Role Number	51001285
PCAT Code	1324744
Date of Approval	
Agency Website	http://australianmuseum.net.au/

Overview

The Australian Museum (AM) operates within the NSW Department of Premier & Cabinet and was founded in 1827 as the first museum in Australia. The AM provides access, engagement and scientific research to increase our understanding of natural history and culture, particularly of the Australasian region. The AM holds more than 21 million objects of biological, geological and cultural collections and develops programs, exhibitions and school and community education initiatives onsite, online and offsite. The AM's purpose is to make nature, Indigenous cultures & science accessible and relevant to everyone.

For more information, visit website above.

Primary purpose of the role

Provide team leadership, manage the delivery of HR services within the role's assigned areas of responsibility, and develop and implement HR initiatives and programs so that services and programs are enhanced, aligned with the AM's strategic priorities and consistent with the requirements of the public sector employment framework.

Key accountabilities

- Coordinate the provision of HR services related to remuneration and employee benefits, recruitment and staffing, management reporting, organisation structures, job design and evaluation, and HR policy development and implementation to meet work objectives that are aligned with organisational priorities and consistent with relevant legislation, awards, public sector policies and guidelines, and best practice standards.
- Provide team leadership and supervise the performance of direct reports by setting work objectives, assessing performance and providing feedback, development and coaching to develop staff capabilities and meet work objectives and as a member of the HR management team, contribute to the development of branch strategic direction, work planning and performance evaluation and reporting.
- Undertake case management of the more complex employment, performance and attendance matters and review and develop HR policy, program and practice initiatives.
- Build and manage effective client relationships through a structured program of client consultation to

provide a central point of contact and facilitate engagement across the business; analyse client needs, review services and implement improvements to enhance the delivery of services to clients.

- Develop and implement business improvement activities, to standardise, streamline, and integrate processes across human resource policies, procedures and systems to optimise the use of technology and achieve efficiency and effectiveness in service delivery.
- Provide advice to managers, supervisors and staff on the interpretation and application of employment related legislation, awards and policies to enhance and support effective workplace relations and management.
- Oversight the operations and enhancement of the HR information system (SAP) and coordinate the provision of timely and accurate human resource data and information to support decision making and the effective management of the AM's workforce.
- Review, develop and implement human resources policies, programs and practices and undertake projects in relation to relevant human resource services ensuring projects are managed on time, on cost and meet business objectives effectively.

Key challenges

- Developing and implementing HR business improvement activities, to standardise and streamline processes, policies and procedures and enhance and integrate HR systems, to meet client needs and achieve best practice standards in service delivery in an environment of continually developing technology and budget constraints.
- Maintaining knowledge and understanding of contemporary HR best practice and innovative approaches, including developments across the public sector, to develop solutions that meet organisational needs and strategic objectives.

Key relationships

Who	Why
Internal	
Manager, Human Resources	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on key projects, issues and priorities • Provide advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
People and Culture team	<ul style="list-style-type: none"> • Guide, support, coach and mentor team members • Work collaboratively to contribute to achieving team outcomes • Guide and manage performance and development
Executive Leadership team (ELT) Managers and supervisors	<ul style="list-style-type: none"> • Liaise and consult with managers and supervisors on their needs and service levels required, provide advice, convey information and obtain • feedback on matters related to the team's delivery of HR Services
All AM Staff	<ul style="list-style-type: none"> • Provide advice and services, and to negotiate, consult and share information.
External	
Government Agencies	<ul style="list-style-type: none"> • Receive guidance and advice and exchange of information, collaborate on projects and programs. • Consultation and information sharing on business improvement and policy programs and initiatives.

Who	Why
Central government agencies and peers in NSW public sector	<ul style="list-style-type: none"> • Deliver workforce related information and data • Communicate and consult with the Public Service Commission and Public Sector IR in relation to areas such as advice on the Government Sector Employment Act, Rules, Regulation and Award conditions. • Builds relationships and networks with other Government Sector agencies to organise transfer of leave and staff entitlements; including ABS statistics.

Role dimensions

Decision making

- Makes day to day decisions associated with the management and administration of remuneration, employee entitlements and the fortnightly payroll, including management of the HR information system.
- Sets priorities and determines work programs for the HR Services team within the context of Branch plan and operational priorities.
- Analyses, assesses and provides recommendations in responding across the range of HR issues relating to the role's areas of responsibility and makes recommendations to the Manager on the more complex human resources issues.
- Operates with independence in the day to day management of the HR Services team, in dealing with the position's assigned HR functions, in providing advice and assistance to management and staff in these areas and in decisions on the methodology and approach to projects and initiatives.

Reporting line

Manager, Human Resources

Direct reports

Remuneration and Benefit Officer

HRIS & Remuneration Coordinator

HR Advisor

HR Operations Support

WH&S Coordinator

Budget/Expenditure

Nil

Essential requirements

1. Tertiary qualifications in human resources and/or extensive experience in human resource management and in implementing a range of human resources services and programs.

2. Significant knowledge and understanding of the GSE Act, Rules and Regulations, NSW legislation, policy and guidelines relevant to public sector HR management combined with knowledge of contemporary HR trends and practices.
3. Experience in business improvement, enhancement and integration of the HR system and HR processes to achieve best practice in service delivery.
4. Knowledge and experience in order to deliver the Key Accountabilities and perform to the Focus Capabilities outlined in the Role Description.







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	Adept
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Advanced
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate
 Human Resources	Workforce Relations	Level 2
	Employee Services	Level 3

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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly • 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
	Advanced	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcome • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks