

Role Description

HR Officer

Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	Operations Group EDConnect Shared Services HR
Role number	200389, 223720
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
ANZSCO Code	599411
PCAT Code	1224092
Date of Approval	June 2022
Agency Website	www.education.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

EDConnect is the Department's 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 HR Officer role supports the SAP Development team and is primarily responsible for ensuring the efficient and effective delivery and implementation of system changes, programs and projects for the Departments SAP HR Payroll.

Key accountabilities

- Provide high quality specialist SAP HR Payroll support to ensure that project outcomes are achieved in a timely, reliable and efficient manner.
- Work collaboratively with all Shared Services HR teams and the broader Human Resources units to support implementing design and recommendations, assist in identifying any impacts and process

improvement initiatives, policies and system development to existing SAP HR Payroll processes and systems.

- Build and maintain collaborative relationships with internal and external stakeholders, facilitating their engagement in, and contribution to, timely and accurate material and project activities to meet required standards.
- Prepare, process and review SAP HR Payroll process documentation and training materials on behalf of the team to ensure quality standards are met and matters are tracked for progress in a timely manner.
- Undertake research, evaluation, and review of the SAP HR Payroll activities, including complex, sensitive or emerging issues to contribute to projects and services across all Shared Service HR centres within the state
- Participate and assist with specific projects, activities and research including the implementation and coordination of priority initiatives and the resolution of specific HR/payroll matters to meet business needs.
- Contribute to design of HR Payroll projects and workshops including selection of tools and thinking through required activities, materials, logistics, timing and smooth transitions.
- Ensure automated processing of transactions including emails, pay, leave and separations operate effectively to meet operational requirements in accordance with Department policy

Key challenges

- Developing the understanding of Shared Service HR teams in the unique characteristics of SAP HR Payroll functions and processes.
- Keeping abreast of the impact of current and emerging trends, policy and legislative reform and consequential requirements to implement new SAP HR Payroll services.
- Demonstrating a positive focus on operational change by maintaining and extending technical expertise and knowledge of best practice within the team.

Key relationships

Internal

Who	Why
Internal and external customers	<ul style="list-style-type: none">• Deliver advice and information to resolve complex issues, requests, or complaints and matters of contentious or sensitive nature
Team members and teams across EDConnect and Human Resources Directorate	<ul style="list-style-type: none">• Share information, work collaboratively, provide and seek advice• Support, encourage and provide guidance to other members to achieve Shared Services goals in a changing environment
Supervisor/Manager	<ul style="list-style-type: none">• Provide regular status reports• Escalate issues, provide updates and clarify instructions• Receive ongoing performance feedback, coaching and development• Receive guidance in managing complex, high risk and sensitive matters and receives performance feedback.

Role dimensions

Decision making

The role acts independently in performing its core work functions, in accordance with relevant legislative requirements, policies, procedures and guidelines. In matters that are sensitive, high-risk or business critical, the role consults with the supervisor to agree on a suitable course of action. The role exercises

independent judgement in responding to transactional and information enquiries from internal customers and consults with the supervisor where clarification of priorities is required, or problems cannot be resolved by standard practice.

The role has authority to make decisions in the coordination of non-human workforce and the deployment of these to ensure efficient business outcomes.

Reporting line

Senior Manager – Payroll Support

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Experience and specialist knowledge of SAP HR Payroll system and processes
- Demonstrated experience in stakeholder/customer engagement in a Shared Services/Contact Centre environment
- Knowledge of and commitment to implementing the Department's [Aboriginal Education Policy](#) and upholding the [Department's Partnership Agreement with the NSW AECG](#) and to ensure quality outcomes for Aboriginal people.

Essential requirements

- Tertiary qualifications and/or relevant experience in Human resources, Business Administration or a relevant discipline.

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

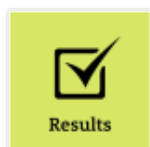
Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

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
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 Personal Attributes	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
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly 	Intermediate
 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • 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
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • 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

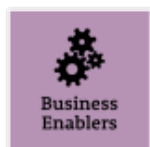


Think and Solve Problems

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

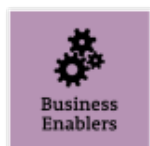


Technology

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



Project Management

Understand and apply effective planning, coordination and control methods










- Understand project goals, steps to be undertaken and expected outcomes
- Plan and deliver tasks in line with agreed project milestones and timeframes
- Check progress against agreed milestones and timeframes, and seek help to overcome barriers
- Participate in planning and provide feedback on progress and potential improvements to project processes

Foundational

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	Intermediate
	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	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	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