

Role Description

HR Systems Analyst



Cluster	NSW Parliament
Agency	Department of Parliamentary Services
Division/Branch/Unit	Corporate Services/People, Property & Security
Role number	TBA
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	July 2021
Agency Website	www.parliament.nsw.gov.au

Agency overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS); Department of the Legislative Council (LC); and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the heads of their respective House Departments. These House Departments are responsible for providing procedural advice to the Council and Assembly, and their respective members, on parliamentary proceedings in each House and their Committees, undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions; Parliament Services, Corporate Services, and Projects, Strategy and Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Library and Research Branch, the Communications, Engagement and Education branch and the Parliamentary Catering Unit.

The Corporate Services Division comprises of the corporate functions that provide services to all staff and Members across Parliament House. This includes: the Financial Services & Governance Branch; People, Property & Security Branch; IT Services Unit; and the Planning, Insights & Performance Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

Primary purpose of the role

The HR Systems Analyst maintains the integrity of the SAP Payroll system by managing organisational data, HR records, and structural information. The role develops and generates both routine and ad hoc reports to meet internal and external compliance requirements. Working collaboratively across teams to drive system improvements to enhance payroll efficiency, accuracy, and integration. The role provides first-level technical support to end users, troubleshoot HR systems issues, assist with data projects, and contribute to continuous establishment improvements

Key accountabilities

- Provide end-user support for HR systems (SAP and Spinifex), for users of HR systems, develop and maintain procedural and user manuals for HR and related systems.
- Manage security access for HR systems, including assigning, audit and review.
- Process and record changes in the SAP system, updating role history, including classification determinations, creating and maintaining movements and organisational change.
- Lead the data collection and provision of HR annual and ad hoc reporting, including Annual DPS personnel reporting, Salary reports, Budget estimates and PS Workforce Profile reporting.
- Undertake pay related SAP configuration, including maintaining pay scales, wage types, allowances, create work schedules and date and calendar tables.
- Conduct training, resolve system issues and liaise with Departmental staff on HR system access, security and procedural matters.
- Liaise with external contractors in relation to SAP as required.
- Resolve human resources and related systems issues and documents solutions and associated system failure reports.
- Maintain all documentation relating to SAP and HR systems to ensure it is accurate, complete and that recordkeeping and storage is in compliance with legislative guidelines relating to confidentiality and security.
- Evaluate, test and install new modules of the HR Systems with the assistance of IT.
- Contribute and participate in the provision of HR services by developing and maintaining integrated HR Systems and actively engaging on a professional basis with other members of the people and engagement team.
- Responsible for resolving human resources related systems issues for various stakeholders throughout the Parliament.

Key challenges

- Support the Human Services team in monitoring and improving the Department's HR and related systems.
- Resolving technical problems in conjunction with IT in HR and related systems and developing specific applications for special requirements.
- Ensuring the system is available in order that Parliament can meet its statutory and government requirements relating to compliance, control, managing and reporting.
- Deadlines are often tight and must be met whilst providing quality work.
- Maintain up to date knowledge of HR systems and procedures. Develop and maintain integrated HR systems.

Key relationships

Who	Why
Internal	
Relevant Reporting Line Manager	<ul style="list-style-type: none"> • Key relationship manager, report to, receive advice and guidance, clarify instructions and report on progress against work plans as required • Provide support to achieve operational priorities, exchange information and contribute to decision-making • Escalate discuss issues and propose solutions
Senior Executive and counterparts	<ul style="list-style-type: none"> • Provide tactical advice to respond and deliver against business priorities and wider Departmental initiatives
Division/Branch Leadership Team	<ul style="list-style-type: none"> • Collaborate and build effective relationships • Provide strategic advice and influence decision making processes • Respond to requests for information or assistance and escalate sensitive issues
House Department Leaders	<ul style="list-style-type: none"> • Develop tactical relationships and provide expert advice to influence decisions, support initiatives and promote collaboration across Parliament • Collaborate and maintain open relationships to expedite responses and information transfer • Provide advice on HR systems, interfaces and associated procedures • Provide support in relations to the use of the HR systems and resolve problems as they arise.
Work Team	<ul style="list-style-type: none"> • Determine work priorities and oversee progress to facilitate their ongoing professional development • Collaborate to continually improve knowledge, build capability, and improve consistency and service quality • Provide an escalation point for issues or complex decision-making
External	
Contractors	<ul style="list-style-type: none"> • Establish collaborative relationships and partnerships • Ensure effective communication with all relevant stakeholders • Ensure advice and support provided is accurate, responsive, timely and appropriate

Role dimensions

Decision making

The role is operates with a high degree of autonomy in respect to r day to day work priorities and, in this context, is expected to determine matters that need to be referred to senior managers or other staff to deal with and provide advice, exercising discretion and judgement on what is appropriate to send to their manager and/or leadership team.

The role is accountable for the delivery quality, integrity and validity of assigned work and the service provided.

Reporting line

Reports to

Manager HR Operations

Direct reports

There are no direct reports.

Budget/Expenditure

As per the approved DPS Financial Delegations.

Key knowledge and experience

- Demonstrated project management, analytical and time management skills and the ability to coordinate, plan and prioritise activities to ensure that deadlines are met.
- Demonstrated high level interpersonal, communication, negotiation, presentation and training skills.
- Proven experience in the establishment of internal control systems and procedures relating to a Human Resource Information System and in the ability to configure and develop reports that capture a range of workforce indicators.
- Sound knowledge of human resources procedures, standards and relevant legislative Acts, with the ability to apply Departmental policies and procedures.
- Excellent computer skills, with advanced knowledge of database management, word processing, spreadsheet and communications packages.

Essential requirements

- Significant experience in administration and maintenance of Human Resources data in SAP, SAP Payroll Platform and Spinifex
- Experience working with SAP Payroll as part of the pay functionality
- Proven experience in data mapping, data reconciliations and investigation of issues, with the capability to perform structured testing and support end users in user acceptance testing
- Good understanding of testing and data migration methodologies

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
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
		Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Identify priorities that need to change and ensure the allocation of resources meets new business needs Ensure that the financial implications of changed priorities are explicit and budgeted for 	
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work Initiate, prioritise, consult on and develop team and unit goals, strategies and plans Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses Ensure current work plans and activities support and are consistent with organisational change initiatives Evaluate outcomes and adjust future plans accordingly 	Adept
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> Be proactive in taking responsibility and being accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about own and others' application of these practices Be aware of risks and act on or escalate risks, as appropriate Use financial and other resources responsibly 	Intermediate
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Identify opportunities to use a broad range of technologies to collaborate Monitor compliance with cyber security and the use of technology policies Identify ways to maximise the value of available technology to achieve business strategies and outcomes Monitor compliance with the organisation's records, information and knowledge management requirements 	Adept
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Understand all components of the project management process, including the need to consider change management to realise business benefits Prepare clear project proposals and accurate estimates of required costs and resources 	Adept

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Identify and evaluate risks associated with the project and develop mitigation strategies Identify and consult stakeholders to inform the project strategy Communicate the project's objectives and its expected benefits Monitor the completion of project milestones against goals and take necessary action Evaluate progress and identify improvements to inform future projects 	

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.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	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	Intermediate
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate