

TEAM LEADER HR SYSTEMS

BRANCH/UNIT	Capability		
TEAM	Workforce Services		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	TAFE worker Level 9		
POSITION NO.	TBA		
ANZSCO CODE	599411	PCAT CODE	1224849
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Team Leader HR Systems is responsible for leading a team in the provision of effective, accurate and solution-focused HR systems and SAP services.

3. KEY ACCOUNTABILITIES

1. Coach, develop and lead a team of SAP systems professionals in the delivery of a high quality systems support service through optimised workflow and resource allocation while continually improving team capability to meet service delivery needs by providing expert technical support and knowledge.
2. Provide subject matter expertise and high-level operational advice on the maintenance of applications and systems enhancements to SAP to continually promote ongoing payroll process efficiency.
3. Implement changes to current processes to provide more effective use of SAP, TPD and ESS.
4. Create, generate and maintain system reporting and provide responsive and accurate information to resolve and remedy payroll discrepancies.
5. Assess, analyse and resolve escalated complex systems matters to enable the development and implementation of solution to meet the requirements of the organisation.
6. Proactively identify areas of risk to the delivery of timely and accurate payroll processing and partner with the Manager Systems Support and Senior HR System Support to craft and drive the implementation of solutions that mitigate risk.
7. Demonstrate a genuine commitment to safety excellence and safety leadership. This includes setting health and safety expectations, results and behaviours with direct reports, providing a safe workplace and ways of working, and promoting and complying with safety systems and procedures.
8. Place the customer at the centre of all decision making.
9. Manage and develop a high performance team, aligned to the core values of integrity, collaboration, excellence and a customer first attitude, through effective leadership, support and feedback.
10. Collaborate with staff to ensure the development and regular review of meaningful individual performance development and review plans that are clearly aligned to strategic objectives and focused to develop the individual.

4. KEY CHALLENGES

- Fostering and promoting professional and consistent work standard practices across TAFE NSW.
- Obtaining and consolidating subject knowledge across a number of business areas including keeping abreast of innovative developments and new approaches.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Manager HR Systems and Disbursements	<ul style="list-style-type: none"> • Receive leadership, advice and support. • Determine and agree work deliverables.
Direct Reports	<ul style="list-style-type: none"> • Provide leadership, advice and support
Workforce Services Team	<ul style="list-style-type: none"> • Provide advice and support on operational process issues. • Collaborate on the identification and remedy of process flow problems.

6. POSITION DIMENSIONS

Reporting Line: Manager HR Systems and Disbursements

Direct Reports: 3

Indirect Reports: Nil

Financial Delegation: Nil

Budget/Expenditure: Nil

Decision Making:

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Manage functional expenditure and resourcing within relevant policy and delegation frameworks.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Degree in relevant discipline or equivalent skills, knowledge and experience.
2. Proven knowledge and significant experience in SAP and HR systems.
3. Understand customer perspectives and ensure responsiveness to their needs leveraging well-developed communication and stakeholder management skills.
4. Ability to address and meet focus capabilities as stated in the position description.






8. CAPABILITIES

NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities **in bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience & Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity and Inclusion	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Advanced
	Plan And Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Adept
	Technology	Advanced
	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

OCCUPATION/PROFESSION SPECIFIC CAPABILITIES FOR THE POSITION

CAPABILITY	DEFINITION	LEVEL
Workforce Insights	Establish and maintain workforce management systems, data and analysis to support evidence-based decision making.	Level 2
Employee Services	Delivery customer focused services to optimize the employment life-cycle experience at an individual and organisational level.	Level 2

FOCUS CAPABILITIES

The focus capabilities for the Team Leader HR Systems 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 position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes		
Act with Integrity	Adept	<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.
Relationships		
Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services. • Design processes and policies based on the customer's point of view and needs. • Understand and measure what is important to customers. • Use data and information to monitor and improve customer service delivery. • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers. • Maintain relationships with key customers in area of expertise. • Connect and collaborate with relevant customers within the community.
Relationships		
Work Collaboratively	Adept	<ul style="list-style-type: none"> • 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.
Results		
Deliver Results	Advanced	<ul style="list-style-type: none"> • Seek and apply the expertise of key individuals to achieve organisational outcomes. • Drive a culture of achievement and acknowledge input from others. • Determine how outcomes will be measured and guide others on evaluation methods. • Investigate and create opportunities to enhance the achievement of organisational objectives. • Make sure others understand that on-time and on-budget results are required and how overall success is defined. • Control business unit output to ensure government outcomes are achieved within budgets.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Progress organisational priorities and ensure that resources are acquired and used effectively.. 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.
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> Champion the use of innovative technologies in the workplace. Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies. Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes. Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes. Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies.
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes. Adjust performance development processes to meet the diverse abilities and needs of individuals and teams. Develop work plans that consider capability, strengths and opportunities for development. Be aware of the influences of bias when managing team members. Seek feedback on own management capabilities and develop strategies to address any gaps. Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way. Monitor and report on team performance in line with established performance development frameworks.