Role Description
HR Programs Officer

Agency	Department of Education
Division/Branch/Unit	EDConnect, Shared Services Human Resources	Payroll Operations	Payruns and Support
Location	Parramatta
Classification/Grade/Band	Clerk Grade 5/6
Kind of employment	Ongoing
ANZSCO Code	313199
Role Number	177941
PCAT Code	1224892
Date of Approval	October 2019
Agency Website	www.dec.nsw.gov.au

Department of Education

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

The Department is one of the largest organisations and employers in Australia, and manages an annual budget that accounts for approximately one quarter of the State's total budget. Visit the Department's website above for more information.

EDConnect is the Department's new 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 Programs Officer role supports the Payruns and Support team within the Payroll Operations area. Payroll Operations is a functional area of Shared Services, HR and is primarily responsible for ensuring the efficient and effective delivery of payroll processing, associated processing functions and focuses on the effective operational implementation of SAP HR Payroll advice, services, programs and/or projects within the unit.

The role delivers specialist SAP HR Payroll support, facilitated by strong stakeholder relationships and working collaboratively with team members and the broader Shared Services HR to create consistent, high-quality standardised EDConnect service delivery model. This role requires previous SAP HR Payroll experience and specialist knowledge to effectively contribute to the development of initiatives, change requests and defect analysis.

To be successful in the role, you will have an understanding of project management and HR/Payroll frameworks and practices. You will also have well-developed analytical skills and proven ability to provide pragmatic solutions to complex problems. Strong interpersonal and verbal communication skills are also required, including the ability to influence a variety of stakeholders effectively.

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 within all Shared Services HR teams and the broader Human Resources function to support implementing design and recommendations, assist in identifying any impacts and process improvement initiatives, policies and system development solutions 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 that 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 SAP HR Payroll activities, including complex, sensitive or emerging issues to contribute to projects and services across all Shared Services HR centres within the state.

- Participate and/or 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.

- Utilise technology applications and systems confidently, in particular an expertise in SAP HR Payroll that contributes to the design and functional processes and procedures of the Shared Service HR centre. Ensure the SAP HR Payroll design is being implemented and adhered to as determined.

Key challenges

- Be creative. Understand the unique characteristics of the SAP modules in the SAP HR Payroll design.

- Be curious. Understand business process and procedures and look for development opportunities. Be open to change and reform. Learn, understand and actively participate in the implementation of new SAP HR Payroll services

- Be resilient. Maintain a positive focus in difficult circumstances, inspire others to work through issues. Be empathic. Work with and help develop Shared Service HR teams in the SAP HR Payroll functions and processes. Understand people's differences

Key relationships

Internal	
Internal and external customers	• Delivers 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	• Shares information, works collaboratively, provides and seeks advice • Supports, encourages and provides guidance to other members to achieve Shared Services goals in a changing environment
Supervisor/Manager	• Provides regular status reports • Escalates issues, provides updates and clarifies instructions • Receives guidance in managing complex, high risk and/or sensitive matters and receives performance feedback • Receives ongoing performance feedback, coaching and development

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.

Reporting line

This role reports to the HR Lead, Payruns and Support

Direct reports

This role does not include supervisory responsibilities

Budget/Expenditure

This role has no financial delegation or budget responsibilities

Essential requirements

• Appropriate tertiary qualifications in human resource management or a relevant discipline, and/or demonstrated successful experience in SAP HR/Payroll services, including technology, systems and/or business methods, in a HR Shared Services environment.

• Current and Valid Driver's license

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.

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Foundational
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	**Foundational**

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 Manage Self	Intermediate	• 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 • Maintain own motivation when tasks become difficult

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt when necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Work Collaboratively	Intermediate	• Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Results Plan and Prioritise	Intermediate	• Understand the team/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 management functions and systems • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers Project Management	Foundational	• Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules