

Role Description

HR Programs Officer



Education

Role Description Fields	Details
Cluster	Education
Department/Agency	Department of Education
Division/Branch/Unit	EDConnect
Role Number	177944
Classification/Grade/Band	Clerk Grade 5/6
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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 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.

The role delivers specialist 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. The role requires a deep understanding of SAP HR Payroll functions and draws upon previous experience and specialist knowledge to effectively resolve enquiries in a prompt and professional way.

To be successful in the role, you will have experience in project management and HR/Payroll frameworks and practices, as well as an understanding of system security and risk mitigation strategies to combat inappropriate access to HR and Payroll systems. 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 HR/Payroll support to ensure that project outcomes are achieved in a timely, reliable and efficient manner.
- Undertake provision, evaluation, and review of HR/Payroll security roles, including complex, sensitive or emerging issues ensuring appropriate access is provided to all system users.
- 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 HR/Payroll processes and systems.
- Deliver excellent customer relationships and work collaboratively with team members and other teams across the Human Resources function, to increase efficiencies in the delivery of services.
- 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 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 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.
- Utilise technology applications and systems confidently to deliver efficient and effective service in accordance with Department policy. Applications include relevant HR systems, SAP HR Payroll, Micro Focus Content Manager, MS Office and other technologies appropriate to the operations of the functional area.

Key challenges

- Balancing a range of competing and conflicting work priorities and/or workflows. The challenge comes competing and conflicting demands are impacted by non-negotiable deadlines. This necessitates the role to engage with and effectively manage stakeholder expectations.
- Keeping abreast of current and emerging trends, policy and legislative reform is critical as the role deals with internal and external customer requests across a broad range of issues in the provision of educational services.
- Demonstrating a positive focus on operational change by maintaining and extending technical expertise and knowledge of best practice while supporting the team through the appropriate processes, systems and policies to achieve business outcomes.

Key relationships

Internal

Internal and external customers	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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

Key knowledge and experience

- 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.
- Effective execution of the day-to-day activities of the HR function within SAP HR Payroll following directions and consulting with the supervisor where required

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.
- Ability to develop knowledge and understanding of the NSW government sector and the key Shared Services activities provided to customers.

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
 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
	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 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 	Intermediate
	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 which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others 	Intermediate

FOCUS CAPABILITIES


Capability group/sets	Capability name	Behavioural indicators	
 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 environment 	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Identify the facts and type of data needed to understand a problem or explore an opportunity 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 Generate ideas and identify ways to improve systems or processes to meet user needs 	Intermediate
 Business Enablers	Project Management Understand and apply effective project planning, coordination and control methods	<ul style="list-style-type: none"> Understand project goals, steps to be undertaken and expected outcomes Plan and deliver tasks in line with agreed projects 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.

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	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Relationships	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
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
 Business Enablers			