Role Description
HR Support Officer

Cluster/Agency	Premier & Cabinet
Department/Agency	Sydney Living Museums
Division/Branch/Unit	Corporate & Commercial Division/People & Culture Team
Location	The Mint, Sydney and Western Sydney Records Centre, Kingswood
Classification/Grade/Band	Clerk Grade 1/2
ANZSCO Code	599411
Role Number	CC077
PCAT Code	1117172
Date of Approval	27 September 2019
Agency Website	www.sydneylivingmuseums.com.au

Agency overview

Sydney Living Museums is a leading government agency in Australia with responsibility for conserving, managing, interpreting and activating places and sites of local, national and international significance. Established in 1980, our collection includes the UNESCO World Heritage listed Hyde Park Barracks, The Mint, Australia's oldest surviving government building through to the twentieth century Rose Seidler House, which marks the arrival of the modernist movement to Australia. The collection is unlike other museums in that the significance of each is in the whole, and not just in the parts. The awareness of place frames each narrative. Our audiences are local, regional, national and international. Sydney Living Museums is a state cultural institution, reporting to the Minister for the Arts.

The Corporate & Commercial Division includes Booking Services, Commercial Services, Finance, Human Resources, Information & Communications Technology Teams (ICT), Logistics and Reception. The Corporate & Commercial Division is responsible for implementing strategies designed to grow revenue and increase public awareness and perceptions of SLM. The activities of this division enable SLM to be an effective agency complying with public sector and regulatory requirements.

Primary purpose of the role

Deliver a range of transactional human resources (HR) services to support to deliver efficient and accurate employee focused services across NSW State Archives & Records Authorities and Sydney Living Museums.

Key accountabilities

- Perform a range of routine transactional HR workflows relevant to the operations of the functional area within agreed operating procedures.
- Assist with general enquiries and information requests from internal and external customers on matters relating to the functional area to ensure information supplied is accurate, relevant and resolves the request efficiently.
- Provide efficient data processing and record management services to facilitate accurate transaction processing, prepare routine reports, data logs and other documents.
- Facilitate the timely flow of information to and from the functional area to support staff across the agency.

- Deliver efficient, accurate and reliable transaction processing to support the effective operation of the functional area.
- Utilise technology applications and systems confidently to deliver efficient and effective service in accordance with agency policy.

Key challenges

- Managing multiple competing demands and deadlines while delivering accurate and consistent work within a high volume environment.
- Communicating effectively different agency locations, who may work on rosters, with a professional 'can do' approach, while ensuring service delivery and discretion when dealing with sensitive or potentially upsetting issues.
- Adapting to changes in the operating environment, processes and systems in a climate of constant change and reform

Key relationships

Who	Why
Internal	
Head of People & Culture	- Escalates issues, provide updates and clarify instructions. - Receives ongoing performance feedback, coaching and development. - Receives guidance in managing complex and /or sensitive matters and receives performance feedback. - Consult on complex enquiries, issues or requests, and escalating as necessary, incoming enquiries in a confidential, responsive, customer-focused manner.
People & Culture and Human Resources Teams	- Collaborate with to share information, provide and seek assistance. - Support other team members to deliver HR services to all employees and achieve Team strategic objectives. - Develop and maintain effective working relationships. - Consult on enquiries, issues or requests, and escalating as necessary, incoming enquiries in a confidential, responsive, customer-focused manner.
Employees across the agency	- Provide a range of transactional services to facilitate responses to enquires and request for information. - Develop effective cross-departmental relationships. - Communicate with to develop and maintain effective working relationships.
External	
External stakeholders, suppliers and vendors	- Acknowledge receipt of and redirect to relevant enquires and issues to the appropriate Human Resources Team member. - Liaise with in a polite and approachable manner.

Role dimensions

Decision making

This role:
- Takes active ownership of own work.

- Develops and fosters efficient lines of communication with key stakeholders.
- Identifies and escalates enquires and issues as necessary.
- Refers to supervisor for decisions that require significant change to approach; cause undue risk; create substantial precedent; or are outside of delegation limits.
- Maintains confidentiality and respects the sensitive nature of HR matters.

Reporting line

This role reports to the Head of People & Culture.

Budget/Expenditure

Nil

Essential requirements

- Experience using Chris21 payroll system, Time target and HR21.
- Knowledge of NSW public sector employment conditions and entitlements effecting payroll and leave.

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.

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

Human Resources Professionals Capability Set		
Capability Group	**Capability Name**	**Level**
![Human Resources]	**Employee Services**	**Level 1**

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 Act with Integrity	Foundational	• Behave in an honest, ethical and professional way • Take opportunities to clarify understanding of ethical behaviour requirements • Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Speak out against misconduct, illegal and inappropriate behaviour • Report apparent conflicts of interest
		•
Relationships Commit to Customer Service	Intermediate	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Demonstrate Accountability	Foundational	• Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems

Group and Capability	Level	Behavioural Indicators
		• Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

Human Resources Professionals Capability Set

Group and Capability	Level	Behavioural Indicators
Human Resources Professionals Capability Set Employee Services	Level 1	• Respond to basic employment queries and provide relevant information, explanation and advice to employees • Respond appropriately to service requests and client feedback on customer service, escalating matters to managers where necessary • Assist in the delivery of basic workforce management services (e.g. induction/orientation, payroll) in line with service-level agreements for the division or organisation • Collect and monitor data on and understand the broader impact that HR service delivery has on business outcomes and employee experience • Implement systems and processes to measure the efficiency of third party suppliers • Maintain service excellence and support during times of change • Comply with organisational procedures and legislative/ regulatory requirements