

Employee Experience Officer

HEP Level 4

POSITION NUMBER	953318
ORGANISATIONAL UNIT	People Experience and Services
POSITION REPORTS TO	People Experience Portfolio Manager
OVERALL PURPOSE	The overall purpose of the People and Culture Officer position is to support and contribute to a quality experience across the services and business processes delivered through VU People First Helpdesk and core HR operations. This position will guide employees and managers by enhancing their knowledge and understanding through direct access to information they need to resolve or escalate queries.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ works closely with the Payroll Compliance and Operations team and HR Business Partners to deliver effective employee and operational solutions ◆ works with all other People & Culture teams and subject matter experts across the University as required. <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ◆ Government agencies, financial institutions, relevant associations, other education institutions and former and prospective University staff.
LOCATION/CAMPUS	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

ORGANISATIONAL UNIT

People and Culture Department

The People and Culture portfolio provides integrated human resources advice and support to the business areas of the University (our clients). Working closely with our clients, we deliver strategically-aligned workforce solutions in areas including change management, diversity and inclusion, organisational development, health and safety, industrial and employee relations, pay and benefits, remuneration and recruitment. We also plan, design, communicate and monitor the University's Workforce Strategy with a focus on building organisation and change management capability, and providing workforce data to support strategic decision-making to enable the University to deliver on its strategic agenda.

The People and Culture Services Team delivers a quality employee experience across services and business processes delivered through VU People First Helpdesk and core HR operations. The team's role is to guide employees and managers by enhancing their knowledge and understanding through direct access to information they need to resolve or escalate employee and operational queries.

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ First point of contact for P&C queries, respond to and resolve general enquiries received via the VU People First help and P&C phone line and escalate more complex queries as required
- ◆ Provide support and advice for onboarding administration
- ◆ Provide support and advice for submitting timesheets, accessing payslips
- ◆ Provide support and advice for leave balance enquiries, leave applications
- ◆ Provide support and advice for offboarding
- ◆ Complete employment confirmation and verification, statement of service
- ◆ Trouble shooting for P&C Systems, locked accounts, incorrect usernames
- ◆ Maintain employee records & files (E-file management)
- ◆ Identify templates and forms to be updated and work with relevant teams to support with process changes
- ◆ Support the maintenance of accurate and up to date employee and workforce data (including WWC & Work rights)
- ◆ Providing guidance to manager and employees on navigation of P&C systems and resources
- ◆ Deliver services in accordance with Service Level Agreements
- ◆ Promote an environment of safety, sustainability and inclusion to embed a values-driven culture, including Protecting Country
- ◆ Identify recommendations for process improvement, and work with relevant team to support improvement

TYPICAL/MAJOR CHALLENGES

- ◆ Subject matter experts on P&C processes, build and maintain strong relationships across P&C, to effectively triage and manage employee queries
- ◆ Keeping up to date with changes impacting P&C, system, process or people
- ◆ Work effectively and cooperatively with team members to accomplish joint tasks
- ◆ Demonstrate ability to make decisions on day to day work tasks and within the parameters of own role, seeking supervisors input where required
- ◆ Providing information to support the resolution of organisational specific business challenges
- ◆ Proactively resolve problems in accordance with relevant policy or procedure or refer to appropriate individual or work area

LEVEL OF SUPERVISION

- ◆ Operates under routine to general direction from the People Experience, Portfolio Manager .

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Understanding and application of own work areas processes, policies and procedures and how they interact with other work areas
- ◆ Understanding of a dual sector University and the difference between TAFE and Higher Education
- ◆ Awareness of and compliance with University regulatory obligations, legislative requirements and VU policies and procedures (including quality assurance, and health and safety requirements)

KEY SELECTION CRITERIA

Essential

1. Knowledge or Training Equivalent to: Completion of an associate diploma level qualification with relevant work related experience; or a certificate level qualification with relevant work experience or a certificate level qualification with post-certificate relevant work experience; or an equivalent combination of relevant experience and/or education/training
2. Well-developed interpersonal skills, including the ability to interact effectively with a diverse range of staff and students in a University environment in order to meet the position objectives.
3. Demonstrated capabilities to deliver quality client/customer service, process improvement and ability to work collaboratively in a team environment
4. Demonstrated ability to organise and prioritise workload in a busy/demanding environment and complete competing work tasks within specified timeframes.
5. Demonstrated thorough written and oral communication skills
6. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and complete/attend relevant training.
7. Willingness to commit to the VU Values and Behaviours:
 - Values - Access, Excellence, Respect
 - Behaviours - Engagement, Collegiality, Courage

Desirable

Nil