Senior P&C Systems Officer

HEP Level 7

POSITION NUMBER	906681
ORGANISATIONAL UNIT	People & Culture
POSITION REPORTS TO	Lead HCM System Administrator
OVERALL PURPOSE	The Senior P&C Systems Officer is responsible for supporting the ongoing development, enhancement, and maintenance of Oracle HCM, to improve system functionality and user experience. This role works under the guidance of the Lead HCM Systems Administrator and plays a key role in ensuring the seamless operation of P&C systems. Collaboration across teams and a commitment to continuous process improvement and user experience are central to this position.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	**Within the University the position:** ◆ works closely with the P&C Teams ◆ works with all Line Managers and Employees across the University **Outside the University the position liaises with:** Software vendors, other educational institutions and relevant associations
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.

People and Culture use only			
Date Updated	7/11/2024	Date Classified	18/4/2012

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 and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 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.

Commitment to Protecting Country:

Victoria University honours its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

Commitment to Diversity and Inclusion at VU:

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs. Employees who require adjustments are encouraged to discuss their needs with their line manager.

ORGANISATIONAL UNIT

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.

The P&C Systems Team is a service focused unit within the P&C Portfolio and is responsible for:
- Supporting the implementation of the HR technology roadmap
- Provision of workforce data and metrics and analysis of this data to support University-wide strategies and programs and enable effective management decision making.
- Design and deployment of contemporary processes and systems to enable line management to effectively manage their workforce.
- P&C systems developments, upgrades and process improvements/automation.
- Driving the P&C System process improvements required to better position the portfolio to deliver on the P&C Strategic Plan

MAJOR TASKS AND ACCOUNTABILITIES

P&C System Support and Development:

- Support the development and maintenance of Oracle HCM, with a focus on implementing enhanced functionality and operational efficiencies.
- Collaborate with internal stakeholders across P&C, IT, and other departments to gather comprehensive business requirements, ensuring system enhancements are effectively aligned with organisational objectives.
- Lead the testing of system upgrades and working cross-functionally to ensure that new features are thoroughly validated before implementation. Collaboration and Teamwork:
- Work collaboratively with cross-functional teams, within P&C and Digital Campus Services to ensure seamless integration and effective use of Oracle HCM and/or other P&C Systems.
- Provide ongoing technical support to P&C staff, answering queries related to system functionality and resolving any issues that arise with minimal disruption to business operations.
- Engage with external software vendors to recommend opportunities for enhancements and resolve technical problems effectively.

Process Improvement and Automation:

- Contribute to the identification and implementation of people, process and technology. improvements, driving automation of routine tasks and enhancing operational efficiency.
- Document system processes and changes effectively, ensuring that all system changes are effectively communicated to P&C staff and relevant stakeholders.
- Maintain up-to-date documentation that serves as a valuable resource for system users, and systems projects.
- Collaborate with P&C staff and process SMEs to develop comprehensive training materials and provide ongoing training support to ensure efficient and compliant use of P&C systems.

Complex Reporting and Data Integrity:

- Generate and manage complex P&C reports and dashboards using Oracle HCM and/or APay, ensuring high data accuracy and timely delivery of information to meet evolving business needs.
- Maintain data integrity and ensure that all updates to the system are implemented seamlessly without disruption to ongoing operations.

System Maintenance and Upgrades:

- Support the maintenance and regular upgrades of Oracle HCM and AscenderPay (as required), ensuring that the system is always running on the latest versions and meeting operational needs.
- Proactively address performance, troubleshoot issues, and coordinate with internal teams to address any potential disruptions.

TYPICAL/MAJOR CHALLENGES

- Balancing the need for customised solutions to meet business requirements with the challenges of maintaining system standardisation.
- Applying strong critical thinking and problem-solving skills to evaluate different solutions based on system requirements, business priorities, and technical feasibility within P&C systems.
- Ensuring that system enhancements and upgrades align to business goals whilst maintaining the systems integrity.
- Contributing to the identification and implementation of people, process, and technology improvements while driving automation of routine tasks.
- Ensuring effective communication and collaboration when there are competing priorities and timelines.
- Ensuring high level of data accuracy in complex P&C reports when analysing data from multiple sources (e.g., Oracle HCM, Ascender, third-party vendors).

LEVEL OF SUPERVISION

- Operates under broad direction from the Lead HCM Systems Administrator.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- Substantial experience and knowledge using HCM and payroll systems including an in-depth knowledge of integrations.
- Strong understanding P&C systems database design, structure, functions and processes with practical experience working with database tools to optimise system performance, enhance data management, and ensure data integrity.
- Proven experience in developing and implementing process and technology projects that drive organisational improvement.
- Experience in developing and implementing process and technology ensuring alignment with key business functions and integrating with other areas of business operations.
- Experience developing data-driven reports and insights, leveraging P&C systems to generate complex reports and dashboards that support decision-making.
- Knowledge of University operations, governance and decision-making processes, including quality assurance policies and procedures and other relevant legislative requirements.

KEY SELECTION CRITERIA

Essential:
- Knowledge or Training equivalent to a degree with 4 years subsequent relevant experience or extensive experience and management expertise, or an equivalent combination of relevant experience and/or education/training.

- Proven experience working with Oracle HCM and comprehensive knowledge of core modules e.g., Core HR, Recruitment, Talent Management, Time and Labour, Learning Performance and Goals

- Demonstrated experience in supporting, maintaining, and upgrading P&C systems, particularly Oracle HCM, with a focus on user experience, process improvement and automation.

- Demonstrated experience in generating and managing reports within Oracle HCM and the ability to work with complex data sets

- Strong problem-solving skills with a proven ability to analyse complex system issues, diagnose root causes, and develop innovative, effective solutions that enhance system performance and minimise operational disruptions.

- Ability to work within deadlines, manage multiple tasks independently, and provide support within a team setting.

- Proficiency in using Microsoft Office applications, particularly in relation to report generation and data analysis.

- 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**.**

Desirable:
- Experience with APay and PageUp Learning and Performance systems.
- Knowledge of Oracle sequel query language and its application for data analysis.
- Experience in the higher education and/or TAFE sectors.