

# Employee Experience Advisor

## HEP Level 6

<b>POSITION NUMBER</b>	Insert 000000
<b>ORGANISATIONAL UNIT</b>	People & Culture
<b>POSITION REPORTS TO</b>	Manager, Employee Experience
<b>OVERALL PURPOSE</b>	The overall purpose of the Employee Experience Advisor is to drive 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. This position will also coach other members of the employee experience team.
<b>ORGANISATIONAL CONTEXT AND RELATIONSHIPS</b>	<p>Within the University the position:</p> <ul style="list-style-type: none"> <li>◆ works closely with the Pay and Benefits and P&amp;C Business Partners to deliver effective employee and operational solutions</li> <li>◆ works with all other People &amp; Culture teams and subject matter experts across the University as required.</li> </ul> <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> <li>◆ government agencies, financial institutions, relevant associations, other education institutions and former and prospective University staff.</li> </ul>
<b>LOCATION/CAMPUS</b>	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

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 Employee Experience Centre 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

- ◆ Resolve general and moderate queries in the VU People First help desk or escalating more complex queries as required
- ◆ Processing HR related transactions to support day to day HR Operations e.g. maintaining positions and assignments for employees
- ◆ Undertake regular business process and data integrity audits
- ◆ Coordinate service delivery reviews and develop recommendations for business areas
- ◆ New starter background checks including WWCC, ASQA/TEQSA compliance
- ◆ Onboarding, Immigration, Visiting & Honorariums administration and ongoing monitoring
- ◆ Identification of improvements to guides, knowledge articles and intranet content and update as required or support the appropriate P&C team with more complex amendments
- ◆ Event coordination support for People & Culture
- ◆ Contribute to the design of programs, systems and tools that support and drive organisational outcomes in collaboration with relevant stakeholders
- ◆ Support the development of solutions that solve organisational specific business challenges
- ◆ Translating relevant organisational people strategies into departmental plans
- ◆ Providing relevant reporting to key stakeholders
- ◆ Delivering services in accordance with Service Level Agreements
- ◆ Leveraging people trends and data-driven insights to inform decision making
- ◆ Promoting an environment of safety, sustainability and inclusion to embed a values-driven culture, including Protecting Country

## TYPICAL/MAJOR CHALLENGES

- ◆ Work effectively, cooperatively and demonstrate leadership when working with team members and other staff to accomplish joint tasks and adapt quickly to new ways of working.
- ◆ Ensuring that the University adheres to the highest levels of compliance with all regulatory and statutory obligations and University policies, procedures and guidelines.
- ◆ Good level of decision making, independence and problem solving skills required to resolve issues and provide advice within own area of responsibility.
- ◆ Recognise and refer complex issues to management for advice or decision making
- ◆ Display initiative and exercise judgment in the provision of tasks

## LEVEL OF SUPERVISION

- ◆ Operates under the general direction from the Manager, Employee Experience and may be required to manage other administrative, technical and/or professional staff.

## PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Demonstrates a good understanding of a dual sector University and the difference between TAFE and Higher Education
- ◆ Understanding the application of relevant policies, procedures and legislative requirements including quality assurance requirements, relevant to role and work area
- ◆ Knowledge of, compliance with and relevant implementation of University regulatory obligations and University policies, including health and safety requirements

## KEY SELECTION CRITERIA

### Essential

1. Knowledge or Training Equivalent to: Completion of a degree with subsequent relevant work experience or extensive relevant experience and specialist expertise; or an equivalent combination of relevant experience and/or education/training
2. Well-developed verbal and written communication skills and the ability to deal with complex issues with sensitivity and confidentiality.
3. Demonstrated ability to organise and prioritise workload in a busy/demanding environment and complete competing work tasks within tight timeframes.
4. Demonstrated ability in the exercise of initiative, judgement and decision making.
5. Demonstrated capabilities in customer service, process improvement and collaboration.
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

### Desirable

Nil