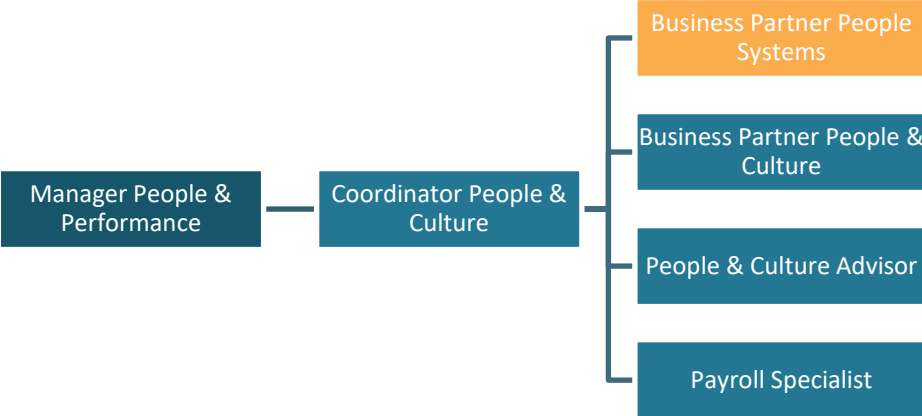


BUSINESS PARTNER PEOPLE SYSTEMS

Position No.	1469
Classification	Band 6
Directorate	Corporate Services
Department	People & Performance
Division	People & Culture
Department Context	The People & Performance department exists to support the engagement, management, development, safety and wellbeing, of our workforce; the performance and risk management of our organisation; and our compliance with relevant corporate and employee related legislation.  <pre> graph TD Manager[Manager People & Performance] --> Coordinator[Coordinator People & Culture] Coordinator --> Systems[Business Partner People Systems] Coordinator --> Culture[Business Partner People & Culture] Coordinator --> Advisor[People & Culture Advisor] Coordinator --> Specialist[Payroll Specialist] </pre>
Position Purpose	The Business Partner People Systems is responsible for the development, implementation and maintenance of people systems and partnering with the organisation to deliver general HR and payroll support. Reporting to the Coordinator People & Culture, they play a key leadership role in defining how systems and processes can be optimised to provide an amazing employee experience and support the delivery of the People & Performance Strategy.

VISION & VALUES

Where people matter, communities are connected, and the future is bright

Pride	We know that our work is important, and we take pride in doing the best job we can
Respect	We treat each other with courtesy and respect, and are committed to keeping our environment safe, and free from judgement
Integrity	We are committed to being authentic, honest and ethical in our work
Collaboration	We partner together to achieve shared goals and deliver community focused outcomes
Excellence	We are committed to delivering the best community experience and outcome that we are capable of providing

KEY RESPONSIBILITIES AND DUTIES

People Systems

- Lead the design, implementation and enhancement of Council's people systems including (but not limited to) payroll, learning, SharePoint, Power BI and employee self-service systems. This includes continued testing and configuration, security administration, report writing, system optimisation post go-live, and coordination of cross-functional dependencies between People & Culture, Payroll, Organisational Development, Finance and ICT functions
- Collect data and analyse it to improve people strategies and processes, and suggest ways to increase the functional productivity and workflow of the People & Performance department. With support from the broader department and ICT & Digital Transformation team, lead the automation, integration, and configuration of core HR and payroll processes.
- Manage requests for process improvements, system enhancements, and the development and/or purchase of new software applications to support delivery of the People & Performance strategy and plan. Work with leadership to translate business needs, increase efficiency and enhance user experience - proactively creating new systems and programs to improve ways of working.
- Document requirements for process improvement, enhancements, new software, and strategic initiatives. Ensure user instructions are developed for processes facilitated by our systems.
- Collaborate and engage with key stakeholders to identify areas of improvement, recommend changes, and implement functional solutions for existing systems to ensure people systems are fully utilised and fit for purpose.
- Support end users in the use of people systems and applications (recruitment, performance review & planning, online learning, survey tools, reporting, and document management systems and software). This may include training, developing online learning modules, resources, work instructions, procedures and other tools.
- Effectively work with the team to prioritise work and establish a strong partnership with ICT & Digital Transformation to ensure clear governance in how value is delivered to the end users with the goal of providing an amazing employee experience.
- Embed Council's values, employee value proposition and vision into the development and language of our systems.
- Mentor and coach the team to develop expertise and drive process excellence.
- Develop, document, and maintain current and new process workflows to ensure consistency, efficiency and compliance.

People, culture and business partnering

- Partner with leaders and staff to deliver advice, guidance, and solutions as well as coaching on people management and payroll processes, policies, and other related matters, empowering leadership to develop a respectful, supportive, inclusive, and high-performing workplace culture.
- Develop, maintain and review policy, procedures and practices to reflect changes to systems and processes.
- Support compliance with employment legislation, enterprise agreements and GPSC policies and procedures, sharing working knowledge of employment, award and taxation legislation.
- Provide support and back-up to other team members to ensure continuity and efficient delivery of people and payroll processes.

Quality Assurance and Reporting

- Manage the efficient preparation of regular and ad-hoc people, payroll, remuneration and benefits data reports as requested by management and other staff.
- Maintain and administer ad hoc report writing tools for end users; training and assisting users of those ad hoc report writing tools.
- Prepare organisational responses to various external salary, employee benefits and workforce data surveys.
- Assist the Coordinator People & Culture, Coordinator Finance and Manager People and Performance with labour budgets and workforce planning.
- Regularly audit people systems to ensure configuration aligns with related legislation, Enterprise Agreements, compliance requirements and organisational commitments. Propose improvements and changes and help to ensure Council is always following compliance and regulations, reducing liability risk.
- Support the Payroll Specialist and Coordinator People & Culture to ensure payroll operations and systems deliver accurate payments. Assist in the calculation and validation of applicable payments, payroll processes and audits as and when needed.
- Assist in audit and risk activities ensuring accurate, timely and robust processing and reporting processes that comply with underlying legislation, establish clear delineation of duties and manage organisational risk.

General responsibilities

- Comply with Council policies and procedures, including the Code of Conduct, and Councils Corporate Values.
- Contribute to the development of the Department's/Teams objectives, as well as the goals of Council.
- Embrace Council's commitment to providing a safe and healthy work environment by performing duties in accordance with the Health & Safety Act 2004, regulations, codes of practice and policies and procedures.
- Promote excellence in the customer experience and contribute to continuous improvement to improve the quality and efficiency of customer experience.
- Maintain confidentiality in all dealings of a sensitive or confidential nature.
- Participate as directed in training and education to maintain skills, compliance and currency of knowledge.
- Other duties within the scope of the employee's skills, competence and training, relevant to the position band, as requested by the supervisor.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.

Child Safe Standards

Golden Plains Shire Council is committed to creating a child safe organisation where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council's policies and procedures support the implementation of requirements under the *Child Wellbeing and Safety Act 2005* and the *Child Safe Standards*.

All staff must actively contribute to a child safe and child friendly environment and are committed to continuously update their knowledge to ensure they fulfil their obligations in relation to Child Safe Standards. Council will provide access to continuous learning opportunities and develop relevant services and programs to adopt Child Safe practices.

GPSC CAPABILITIES

The GPSC Capabilities are the knowledge, skills, and associated behaviours required by all staff. The capability level for each role is varied and dependent on the role functions. The four levels for the capabilities are:

Foundational	• Basic awareness of concepts and techniques • Follows guidance, complies with established procedures, seeks advice
Intermediate	• Broad understanding of concepts and techniques • Demonstrates the skills/knowledge with minimal guidance
Adept	• Strong understanding of concepts and techniques with consistent application • Influences, upholds, shares advice, consults
Advanced	• Extensive understanding and application of concepts and techniques • Sets, leads, designs, innovates, monitors, regulates, develops others • Shapes the organisations approach in the application of this skill/knowledge

The capability level for this role is as follows:

Capability	Description	Level
Flexibility & Adaptability	Adjust approach in line with changing priorities and remain agile and positive toward change	Adept
Manage Self	Shows drive and motivation, with an ability to self-reflect and a commitment to learning	Adept
Resilience	Maintain a positive attitude and consistently deliver quality work in the face of challenging situations	Adept
Value Diversity & Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences, and perspectives	Intermediate
Communication	Communicate clarity, vision, purpose, and impact, actively listen to others, and respond with understanding and respect	Adept
Collaboration	Build strong relationships, collaborating effectively across the organisation, valuing their contribution	Advanced
Customer & Community Focus	Committed to the customer experience and delivering customer and community valued outcomes	Adept
Influence & Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
Action & Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy, and guidelines	Adept
Plan & Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Advanced
Problem Solving	Think, analyse, and consider the broader context to develop practical solutions	Advanced
Innovation & Continuous Improvement	Use different ideas and concepts to develop new and different ways of thinking to improve efficiency, effectiveness, and quality of work	Advanced

CLASSIFICATION DEFINITIONS

Accountability and Extent of Authority	This position is responsible for the effective coordination, development and maintenance of Council's people systems through effective partnership with stakeholders and application of project management skills. The officer will be expected to provide broad support across the People & Culture team including assisting with payroll and general HR processes. Freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken may be significant, but usually subject to appeal or review by the Coordinator People & Culture.
Judgement and Decision Making	• The nature of the work is specialised, with methods, procedures and processes developed from theory and precedent. It may involve improving and/or developing methods and techniques generally based on previous experience. • Problem solving involves applying known techniques to new situations. • The incumbent is required to show good judgement and diplomacy and refer issues to management when required to sustain relationships. It is expected that balanced judgement be shown in all decision-making processes. • The position may provide input into policy development as it relates to people processes and systems. • Guidance and advice to be provided within a reasonable timeframe.
Specialist Skills & Knowledge	The officer shall have: • considerable knowledge and experience in people systems and human resources with the capacity to assess options and make recommendations where there is a level of complexity in the decision making. • good working knowledge of payroll processes. • ability to manage concurrent projects and priorities. • advanced MS Office skills and experience with a variety of software packages, people and payroll systems. • demonstrated skills in data analysis. • an understanding of the function of the position within its organisational context, including policies, regulations and precedents.
Management Skills	The officer shall have the ability to: • manage time, set priorities and plan workload to meet objectives. • manage projects and activities simultaneously, allocating time and resources appropriately to meet Council's overall objectives. • work under pressure to meet tight deadlines. • research and analyse a broad range of data and information. • solve problems through discussion, teamwork and collaboration.
Interpersonal Skills	The officer shall have the ability to: • liaise effectively and gain cooperation and assistance from internal staff and external clients and stakeholders. • work independently and effectively within a team environment and positively contribute to the team. • work constructively with managers, coordinators and staff at all levels. • readily gain the confidence of others and set high standards of professionalism.

- prepare written communication with the ability to write reports and external correspondence.

Qualifications & Experience

- The skills and knowledge required are beyond those normally acquired through tertiary education alone. Skills and knowledge may be acquired through completion of a degree or diploma course with some relevant experience, or through lesser formal qualifications with substantial relevant experience, or through substantial relevant experience in the field of specialist expertise.
- Tertiary qualification in human resources, business administration, project management or similar; or considerable relevant experience in the development, configuration and implementation of HRIS systems.
- Demonstrated experience in project management and system implementation.

KEY SELECTION CRITERIA

1. Broad understanding, knowledge and experience of a range of HR and payroll processes and functions.
2. Advanced IT skills with experience in the development and maintenance of HRIS/Payroll Systems (Aurion, ELMO experience desirable) including coordination of system upgrades, maintenance of backend operations and configuration.
3. Commitment to continuous improvement with demonstrated ability to lead the implementation of change and projects to support quality and proactive service delivery and excellent end-user experience.
4. Well-developed data analysis skills, an inquisitive and inquiring mind, with a proven ability to aggregate and interpret data and information from a variety of sources and challenge the status quo.
5. Exceptional attention to detail and a commitment to consistency and accuracy.
6. Highly collaborative with proven ability to engage, motivate and influence stakeholders at all levels of a diverse organisation.
7. Proven ability to effectively manage concurrent priorities and projects, meet deadlines, and achieve objectives.

Desired

- Exposure to a diverse range of Enterprise Agreements and Awards.
- Good working knowledge of complex payroll processes including Superannuation (Defined Benefit Superannuation Scheme), PAYG, Single Touch Payroll, WorkCover and Salary Packaging processes.

APPROVAL

Approved By (Department): People & Performance

Reviewed By (P&C): Coordinator People & Culture

Date: July 2024

Employee Acceptance:

(Name and signature)

Date: