POSITION DESCRIPTION

Position	People Services Officer
Level/ Classification:	HEW0506
Reports to	Advisory Team Leader
Unit	People Services
Directorate	People and Culture
Positions Supervised	Nil

Position Purpose

The People Services Officer provides customer focused, pragmatic and timely generalist support across all aspects of HR Services. The primary focus of the position is on providing high level operational and coordination support for the HR Advisory portfolio.

About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice, and inclusion, and making education accessible to more people. Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore, and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Biddi. Building a brighter future, together – guides the University's direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse, and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government and industry.

About the Work Area

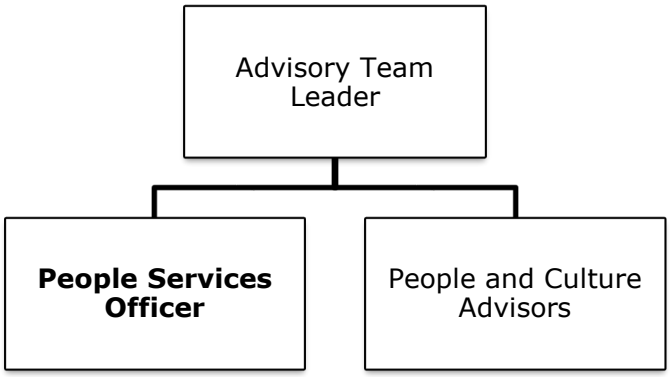
The People and Culture team is an integral part of the business strategy and decision-making process focusing their efforts on strategic and operational programs and services that supports staff and organisational objectives.

We develop partnerships based on trust and integrity to foster excellence, engagement, and fairness, as we work to strengthen the University's ability to recruit and retain high quality staff and develop a culture that encourages and supports academics and professional staff to reach their full potential.

Staff within the People and Culture Office will actively demonstrate:

- Customer centricity and a solution orientated approach.
- Prompt, efficient and quality service.
- Respect confidentiality and act with integrity in all matters.
- A positive approach to achieve the best possible outcomes.
- Close working relationships with the Colleges and Offices to identify needs and assist in servicing them.
- Respectful and courtesy always.

Reporting Relationships



Key Responsibilities/Duties

1. Provide front line advice to staff on a wide range of operational People and Culture related matters that promotes alignment with the Enterprise Agreement, policies and procedures, and review and escalate more complex matters to relevant Advisors or Partners as required.
2. Provide support to the Advisory team in the delivery of services, such as producing reports, reviewing online appointment requests, conducting research, administering employment documentation and record keeping.
3. Provide support for People and Culture administrative processes within the College, Professional Services and the People and Culture Office as required.
4. Maintain employment records, ensuring records are kept up to date and maintained in accordance with relevant legislative and University policy requirements.
5. Assist in the monitoring, completion and compliance of relevant People and Culture activities through communication with and support to the Colleges and Professional Services on the relevant processes, tools, and approaches.

6. Contribute to the delivery of new starter orientation process, including preparation of materials where required.
7. Promote high level, consistent, and quality client services by working effectively in collaboration with the Advisory, Employee Services, Recruitment, Systems, Occupational Health, and Safety.
8. Support the People Services Manager in the delivery of People & Culture continuous improvement initiatives, projects and assignments within the People and Culture Office, Colleges, Directorates or Executive as directed.
9. Any other duties in line with the level of the role as assigned by the Advisory Team Leader/ People Services Manager/or the University.
10. Carry out, and assist with, other duties as required.

Selection Criteria

Essential

1. Completion of a diploma or degree with subsequent experience in supporting HR Services in a dynamic workplace environment; or an equivalent combination or relevant experience and/or education/training.
2. Demonstrated knowledge and ability to interpret industrial and employment related legislation, regulations, and Awards.
3. Experience in preparing HR documentation including employment contracts and agreements.
4. Previous experience assisting in the development and/or review of HR policy and Procedures.
5. Demonstrated high level of computer literacy and proficiency using software such as Microsoft Office applications and specified University software programs, with the capability and willingness to learn new packages as appropriate.
6. A high level of organisational, time and workload management skills, including the ability to prioritise workload to meet strict deadlines.
7. Highly effective communication, customer service and interpersonal skills, and the demonstrated ability to interact constructively and collaboratively with staff at all levels of the organisation.
8. Demonstrated ability to use initiative, assume responsibility for tasks and projects and to resolve problems.
9. Ability to work in a team environment.

Desirable

1. An understanding of Human Resources practices and procedures in a higher education or similar environment.
2. Previous experience using Workday or other HRIS.

Work Requirements

1. Australian permanent residency or possession of a valid visa with work entitlement in Australia.
2. The occupant of this position will be required to undertake a criminal record check in accordance with the University's Employee Background Checks Procedure.
3. Ability to work outside of normal office hours when required.

General Obligations

While at work, an employee must:

- Take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons.
- Report incidents, injuries, and hazards.
- Comply with any reasonable instruction that is given by Murdoch University; and
- Comply with Murdoch University policies and procedures.

Guiding Principles and Values/Code of Ethics and Code of Conduct

Our Values

- Authenticity
- Integrity
- Respect
- Inclusivity
- Openness

Our Principles

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All Staff complete a Development Review Annually. A Commencing Development Review should be completed within 3 months of commencement.

We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.