# Manager HR Services

Role summary for potential applicants

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| Advertised Job Title**:** | Executive Manager HR Services |
| Reference Number**:** | 57952 |
| Classification**:** | CSOF7 |
| Salary Range: | AU$131,785k to AU$145,809k per annum, plus up to 15.4% superannuation |
| Location**:** | Black Mountain ACT |
| Tenure: | Indefinite |
| Relocation assistance**:** | Will be provided to the successful candidate if required. |
| Applications are open to: | Australian Citizens Only  Australian/New Zealand Citizens and Australian Permanent Residents Only   * All Candidates |
| Functional Area**:** | General Management |
| % Client Focus - Internal: | 80% |
| % Client Focus - External: | 20% |
| Reports to the: | Director Human Resources |
| Number of Direct Reports: | 5 |

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| **Role Overview:** |
| The Executive Manager HR Services leads a team of 40 administrative and specialist staff serving 7,500 CSIRO staff and affiliates in areas such as employment contracts and on-boarding, payroll and management of leave and entitlements, HR data reporting and analytics, management of the CSIRO organisation structure in the HR system (SAP) and provision of a general HR enquiry service. The incumbent also contributes to the overall management of the broader HR function as a member of the HR Management Team, leading ad hoc project teams that develop and operationalise HR strategy and policies.  The role has a strong focus on continuous improvement of service delivery, especially in the capacity as owner of multiple business processes and systems.  Objectives are achieved through active collaboration within the HR function and with other enterprise support functions. |

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| **Duties and Key Result Areas:** |
| **Leadership**  Lead and manage a team of approx. 40 staff, ensuring members’ clarity around roles, customer service standards and alignment to organisational strategies and operations  Develop team members to perform current roles and potential future roles  Ensure effective communication and collaboration between the teams that comprise HR Services.  **Functional management**  **Manage the following HR Services functions:**   * Contact centre for general HR enquiries; * Preparation of employment contracts and documentation for the engagement of CSIRO affiliates; * Onboarding and pre-employment formalities including visa sponsorship; * HR reporting and data analytics; * Processing for the employee lifecycle: commencements, cessations, pay variations, leave and allowances; * Running of two fortnightly payrolls; * Maintenance of organisation structure in the HR system (SAP); * Executive payroll; * Processing of payments for superannuation, workers compensation and taxation. * Development and delivery of education programs for stakeholders.   **Continuous improvement of business processes, systems and services**   * Owner of 12 recruitment related business processes and multiple pay, allowances and leave processes * System owner for the SAP/Success Factors systems that support those processes; * Owner of the CSIRO jobs catalogue and its associated business rules, underpinning the organisational structure in SAP; * Champion of “One Plus” philosophy of service delivery   **Contribution to leadership of broader HR function**   * Active member of HR Management Team (HRMT); * Contribute to development and delivery of CSIRO’s people strategy; * Lead or contribute to ad hoc HR strategic or operational projects; * Manage HR’s emergency response procedures and processes on behalf of HRMT; * Manage CSIRO’s approach to work experience.   **Collaborate with:**   * Colleagues within the broader HR community; * Other support functions (e.g. Finance, Information Management and Technology, Legal, Education and Outreach, Governance**)** * Senior CSIRO managers**;** * External stakeholders (e.g. Department of Innovation, Industry and Science, Department of Home Affairs, specialist immigration advisors, ATO, ComSuper and Comcare) to ensure that decisions are taken with balanced expert input and stakeholder relationships are strengthened. * Other duties as directed**.** |

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| **Selection Criteria:** |
| *Under CSIRO policy only those who meet all essential criteria can be appointed*  ***Pre-Requisites:***   1. **Education/Qualifications:** A tertiary qualification such as Human Resources or another relevant field and significant experience in team leadership. 2. **Communication:** Excellent written and oral communication skills, including the ability to influence individuals and groups. 3. **Behaviours, and relationships:** A history of professional and respectful behaviours and attitudes in a collaborative environment and excellent working relationships with senior management, peers and staff generally. 4. **Adaptability:** Demonstrated ability to deal with ambiguity and adapt to changing circumstances and new responsibilities. 5. **Problem Solving:** Proven ability to investigate underlying issues of complex and ill-defined problems and develop creative solutions with appropriate consultation.   ***Essential Criteria:***   1. Demonstrated ability to manage a large team with substantive experience in harnessing diversity, encouraging personal growth and managing conflict. 2. Commitment to continuous improvement of processes and service delivery, including the requisite change management skills. 3. Track record of collaboration with internal and external stakeholders to achieve “win-win” outcomes. 4. A management style that, whilst consultative, is ultimately strong and decisive. 5. Focus on results and delivery in a high volume, deadline driven environment that calls for strong skills in prioritisation and the organisation of self and others.   ***Special requirements:***  To be eligible for this position you must be willing and able to attend to calls to accommodate different time zones. |

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| **Other Information:** |
| **How to Apply**  Please apply online at <https://jobs.csiro.au/> and enter requisition number 57952 Internal applicants please apply via ‘Jobs Central’ in SAP (click ‘Recruitment’)  Please load your CV and cover letter as one document (Maximum 2MB).  If you experience difficulties applying online call 1300 984 220 for assistance. Outside Australian business hours please email: [csiro-careers@csiro.au](mailto:csiro-careers@csiro.au).  **Referees**:  Please provide contact details of two previous supervisor or professional referees in your resume/CV.  **Contact:** If after reading the selection documentation you require further information please contact:  Mr Ricky Penavia email: [Ricky.Pena@csiro.au](mailto:Ricky.Pena@csiro.au) or telephone: +61 404 595 288  Please do not email your application directly to Mr Pena. Applications received via this method will not be considered.  **About CSIRO**  Australia is founding its future on science and innovation. Its national science agency, the Commonwealth Scientific and Industrial Research Organisation (CSIRO) is a powerhouse of ideas, technologies and skills for building prosperity, growth, health and sustainability. It serves governments, industries, business and communities across the nation.  Find out more! [www.csiro.au](http://www.csiro.au).  We work flexibly at CSIRO, offering a range of options for how, when and where you work. Talk to us about how this role could be flexible for you.  Find out more! [CSIRO Balance](https://www.csiro.au/en/Careers/A-great-place-to-work/Work-life-balance)  **CSIRO Human Resources** provides support and leadership on people issues to leaders and staff across CSIRO.  Our goal is to develop high performing teams working across boundaries. |