Position Profile

Position Title: Deputy Director, Client Services
Position Number: xxxx
Position Classification: Senior Staff Contract
Organisational Unit: Office of People and Capability
University Operations
Location: Casuarina Campus
Tenure: Fixed term, full time appointment, 5 year term
Responsible to: Director Office of People and Capability
Employment Conditions: Salary to be negotiated
District Allowance may apply.
Conditions include 4 weeks annual leave.

Business Unit Environment
The Office of People and Capability (OPC) is a key service provider to the University, critical to achieving strategic goals through people. This cannot be done without high levels of staff energy, skills and cooperation. The OPC assists University leadership to develop the culture and systems for people to flourish and contribute to their full potential. To do this, OPC provides the full range of people management services to all CDU managers and staff and proactively develops the external relationships with the community of potential applicants, regulatory bodies and service providers. OPC helps advance key people strategies including attraction and retention, reward and recognition and wellbeing. It offers HR services in partnership with managers and staff including training and leadership development, recruitment, business analytics, payroll, emergency management, safety, wellbeing and employee relations.

The Role
The Client Services Group of the Office of People & Capability provides a range of direct services to management and staff at operational, professional and strategic levels. This includes payroll; business systems and analytics; three Client Services Units which provide a comprehensive suite of services to allocated areas of the University; and a strategic recruitment function which provides services to attract, relocate and induct new staff. The Group will also collect and analyse turnover and exit interview information to inform HR interventions.

The Deputy Director manages a complex range of direct services to managers and staff within the University and externally to potential candidates for positions. They include change management of a range of administrative activities within the employee lifecycle and contributions to policy advice and the OPC strategy to support the achievement of University objectives. The Client Services Group is also responsible for managing various HR IT systems in conjunction with Information Technology Management Services (ITMS) within the University and for providing HR information, analysis and reporting to all levels of the University and externally as required. Key responsibilities of the Deputy Director are to improve the attractiveness of CDU as a top employer through strategic advice and project management to build the pool and quality of candidates; and, providing a quality service to senior managers in the recruitment process for senior staff and the promotion process for academic staff. The
Deputy Director is accountable for building a culture of continuous improvement and ensuring the development of highly efficient systems and processes within the Group.

**Key Accountabilities**
The following examples of accountabilities are not exhaustive and may include others as needs change.

**Strategic Leadership**
- Ensure that the managers and staff of the University receive high quality HR services, support and advice through providing direct advice and/or liaising with expert HR areas to refine that advice.
- Provide direction and guidance to the staff in the Client Services Group so that they can deliver accurate, quality and timely services at the lowest possible cost.
- Develop and implement a University recruitment strategy that includes attraction schemes, guides and training on good practice in selection and building capacity within the Group to supplement fields through research and use of social networking.
- Contribute to OPC strategy and policy by representing the interests of the various client groups within the University in order to ensure that HR approaches are as targeted and achievable as possible and meet the needs of the maximum numbers of the diverse stakeholders within the University.
- Advise Executive on salary packaging and benefits options for staff and implement decisions.
- Ensure that the relationship between the expert units of OPC and the Client Services Group is well integrated, constructive and supported by local systems.
- Provide reports to the Executive and other managers to highlight trends and issues related to staff.
- Work with PVCs and Directors to review and implement changes to university policy and put in place University or locally agreed HR initiatives.

**Operational Leadership**
- Manage a range of operational and expert services, including but not limited to payroll, systems, recruitment, induction, contract management, performance management, employee relations, leadership and development.
- Put in place efficient services which are constantly being reviewed to minimise University time and investment.
- Manage responses to internal and external audits.

**Customer Service Focus**
- Ensure high quality people management support through creating a culture within the Client Services Group which is performance based, innovative, customer focused and committed to providing high levels of accurate HR analysis and advice.
- Provide timely, reliable advice, assistance and reports to line managers to ensure compliance across all legislative requirements related to the management of human resources.

**Liaison and Communication**
- Develop and manage regular communications with PVCs and Directors to ensure that they are well informed about people management issues, projects, trends, progress of work and staff management matters.
- Develop and maintain effective partnerships/relationships with industrial organisations and workplace delegates around particular issues as they arise.

**Knowledge and proficiency**
- Maintain knowledge and a sound understanding of relevant legislation and regulations covering employment conditions, workers compensation, recruitment, remuneration, employee benefits, superannuation and information privacy.
- Maintain high level understanding of employment law and decisions and higher and vocational education sector strategy and workplace requirements.
- Capacity to develop knowledge of workplace issues and contemporary human resource practices within the tertiary education industry.
• Current understanding of contemporary HR issues, research and work practices.

**Key Selection Competencies**

1. A relevant tertiary qualification, post graduate studies relevant to the position and/or extensive relevant experience in a senior HR role.
2. Proven capacity to lead a HR client services area which is innovative, solution focused and partners effectively with clients and other expert areas.
3. Demonstrated track record in making judgments on people matters which benefit the organisation, including maintaining University reputation, building culture and minimising costs.
4. Track record in managing significant organisational change for clients while in a senior HR role.
5. Highly developed interpersonal skills including conflict resolution, negotiation, consultation and communication.
6. Conceptual and problem solving skills including the ability to analyse evidence, and provide advice on policies, strategies and solutions with respect to complex problems.
7. Exceptional project management and writing skills.
8. Demonstrated capability to manage the information technology requirements of a large HR information and payroll system, and to manage the data analysis and reporting from a complex database.
9. Knowledge of contemporary HR practice and a track record in delivering innovative initiatives.

**Closing date: 11 December 2015**

**CONTACT DETAILS**

Enquiries regarding this position can be directed to Leonie Sacilotto – Executive Assistant - OPC on 08 8946 6904.

**SUBMITTING AN APPLICATION**

Applications should clearly state which position you are applying for and include a CV and covering document that addresses your strengths in relation to this role, and the Selection Competencies.

All applications can be emailed to Leonie Sacilotto - Executive Assistant, OPC at directorpc@cdu.edu.au. Enquires are directed to 08 8946 6904.

Please note: Emailed applications will only be accepted for these HR vacancies to ensure the strictest of confidentiality for all applicants. Applications for any other vacancies need to be submitted through the CDU Jobs@CDU website and follow the online application process.

**ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE ARE STRONGLY ENCOURAGED TO APPLY**

*The University reserves the right not to proceed in making an appointment or to appoint by invitation. The University is an Equal Opportunity Employer and maintains a smoke-free environment.*