



## Position Description – Associate Director, People Services

### Position Details

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<b>Position Title:</b>	Associate Director, People Services
<b>College/Portfolio:</b>	Operations Portfolio
<b>School/Group:</b>	People
<b>Campus Location:</b>	Based at the City campus, however, may be required to work and/or be based at other campuses of the University.
<b>Classification:</b>	HEW 10C
<b>Employment Type:</b>	Ongoing
<b>Time Fraction:</b>	1.0 (flexible work arrangements will be considered)

### RMIT University

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RMIT is a multi-sector university of technology, design and enterprise. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with other Victorian locations. There are also two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

## Why work at RMIT University

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Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

## Operations Portfolio / People Function

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The People function is comprised of a team of strategic HR professionals who provide outstanding, client focused, proactive and effective solutions and services for all RMIT employees. Our success is achieved by understanding our business and operating as a business partner to our clients. We deliver responsive, innovative and practical solutions and services that allow the University to enter the Future of Work.

The People team operate in a manner that supports the RMIT values and achievement of the RMIT Next Strategy. By providing tailored, quality human resources services and products and ensuring a high level of expert support and advice, the People team will enhance College/Portfolio and Groups ability to meet their business objectives. This in turn will allow the University workforce to better support the current and future student population at the University.

## Position Summary

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The Associate Director, People Services is an operational role with a University wide focus and is pivotal in leading the People Services Team responsible for servicing RMIT business units. The services provided include Payroll, tier 2 People advice and employee services, the management of continuous process and system improvement projects and case management.

This position is a critical member of the People Advisory and Assurance leadership team and broader People Leadership Team and will work operationally on running the People function working with the other members of the People Leadership team. This role also works closely with the Financial Services team, Service Access team, IT Services team and Executive/Directors throughout the University to build an integrated Employee Services and systems solution, ensuring outcomes are aligned with the strategic direction of RMIT.

## Reporting Line

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Reports to: Executive Director People Advisory & Assurance

Direct reports: total team of approximately ~25 staff with 3 direct reports

## Organisational Accountabilities

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RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

## Key Accountabilities

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- Develop, lead and manage a team of specialist staff responsible for People Services. This includes:
  - 2<sup>nd</sup> tier People Services (People Connect): query resolution and customer service support for all People customers. Also responsible for governing and monitoring People service management to ensure SLAs and KPIs are met.
  - Global Payroll: management of payroll administration, payroll compliance and ensuring the payroll service is efficient.
  - People Data: responsible for maintaining employee master data and expertise in resolving complex queries or issues relating to People data.
  - Case Management: management of performance, conduct and other employee relations matter, in partnership with Managers and Policy and Workplace Relations team, where required.
  - Payroll Assurance: Ensure all RMIT staff are paid timely and accurately. Building effective assurance programs, for payroll compliance.
- Ongoing management and review of the current People Services function including all processes, services and structure. Determine RMIT's needs and expectations from the People Services function and benchmark best practice as a comparison to current performance. Including the following actions that support the RMIT strategic plan:
  - Work with the Workday team and IT to develop and implement People System efficiencies to enable workable digital solutions and provide a platform to enable the People Business Plan.
  - Ensure all new process efficiencies are fully implemented throughout the University and create a seamless and simple experience for employees.
  - Continue to build an integrated Employee Services and systems strategy ensuring outcomes are aligned with the strategic direction of RMIT, business outcomes and in compliance with federal and state legislation. Ensure a continuous improvement mindset and culture is enabled through the People services team with a focus on first time resolution and removal of non-value adding activity.
- Transform and continually improve the People Services function to improve customer service, increased efficiency and productivity.
- Consult, communicate and work closely with all relevant stakeholders ensuring a high level of client satisfaction and customer service excellence.
- Achieve all internal and external audit/compliance requirements.
- Establish and maintain close relationships with the vendors who provide RMIT's Payroll ensuring key accountabilities are met and acting as the escalation point for complex issues encountered by the People Services team.

## Key Selection Criteria

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1. Extensive knowledge and experience managing a broad range of People Services functions in large, complex organisations. Ideally includes People systems (Cloud applications preferable) and data management.
2. Strong knowledge of payroll process, systems and practices.
3. Broad generalist HR Management experience.
4. Extensive knowledge and evidence of application of contemporary HR practices and strategies.
5. Proven ability to manage and drive change in a complex and often challenging industrial work environment demonstrated in a range of companies and industries.
6. Demonstrated successful experience in managing and leading a team of HR professionals delivering a high-quality service centre with a focus on exceptional customer service.
7. Highly developed interpersonal, communication, presentation skills and influence skills, and the capacity to work effectively with internal and external groups and individuals.
8. Demonstrated experience in driving improvements in human resource management processes and systems.

9. Experience in Workday desirable.

10. Personal and professional impact and well demonstrated negotiation and relationship building skills.

**Qualifications**

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Tertiary qualification in Human Resources, Finance or a related field supported by relevant senior leadership experience.

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.

<b>Endorsed:</b>	Signature: Name: Title: Date:	<b>Approved:</b>	Signature: Name: Title: Date:
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