

POSITION DESCRIPTION

Manager, HR Operations



POSITION DETAILS

Position Title	Manager, HR Operations
Classification	HEW 9
Position Number	7013257
School/Office	HR Operations and Enablement
Division	People & Culture

POSITION PURPOSE

The Manager, HR Operations leads the University's core HR service delivery and continuous improvement functions.

This role is accountable for ensuring efficient, accurate, and compliant HR transactions and employee support, while building long-term capability in process design, automation, and digital enablement.

The position balances operational leadership with transformation, driving service excellence across the employee lifecycle while embedding a culture of innovation, continuous improvement, and risk management.

KEY ACCOUNTABILITIES

1. **Lead the HR Operations** delivery and improvement portfolio to deliver high-quality, timely, and compliant HR services across all Tier 0 and Tier 1 enquiries.
2. **Oversee day-to-day operations**, ensuring workloads are balanced, service standards met, and escalation points effectively managed.
3. **Drive continuous improvement** and automation initiatives through the HR Process Automation Lead and Digital Specialist, embedding new technologies, streamlining workflows, and expanding self-service capability.
4. **Ensure compliance and governance** across all HR Operations activities, including accurate record keeping, segregation of duties for payroll inputs, and adherence to legislative and enterprise agreement requirements.
5. **Monitor and report on key performance indicators**, using data insights to evaluate service quality, identify risks, and inform strategic decision making.
6. **Partner with Payroll & Compliance**, HRIS & Analytics, and other People functions to ensure integrated service delivery and consistent employee experience.
7. **Foster a high-performing team culture**, providing leadership, coaching, and development

opportunities that build digital literacy, process thinking, and customer-centric service capability.

8. **Represent the University's values and strategic priorities**, ensuring People Operations contributes to WSU's mission of excellence in teaching, research, and community impact.

QUALIFICATIONS, EXPERIENCE AND SKILLS

Essential

- Demonstrated extensive leadership experience in HR operations or shared services in a large, complex organisation.
- Strong understanding of employment legislation, enterprise agreements, and compliance obligations.
- Proven track record of delivering process improvement and digital transformation outcomes.
- Exceptional stakeholder engagement and change management skills.
- Strong analytical and problem-solving ability with experience using HRIS and digital tools.

Desirable

- Experience in higher education or public sector environments.
- Qualifications in business process improvement (Lean, Six Sigma) or HR technology.

KEY RELATIONSHIPS

- This position reports to: Director, Operations & Enablement
- This position supervises: HR Process Automation Lead (HEW 8), Digital Specialist Automation Specialist (HEW 7), HR Operations Specialist (HEW 8)
- Key internal relationships:
 - Director, Operations & Enablement
 - HR Operations Team
 - Payroll & Compliance team
 - HRIS & Analytics team
 - Other HR functional leaders (Workplace Relations, Talent Acquisition, OD, WHS)
 - Senior Executives, managers, and employees across the University
- Key external relationships:
 - Technology vendors and system support partners
 - Auditors, regulators, and relevant government agencies

CHALLENGES

1. Balancing immediate service delivery demands with long-term transformation initiatives.
2. Leading cultural and digital change across a high-volume, transactional service environment.
3. Ensuring strict compliance in a complex legislative and industrial relations environment while streamlining processes for efficiency.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by:
People and
Culture Partner
Date: June 2026