

POSITION DESCRIPTION



POSITION DETAILS

Position Title	HR Operations Officer
Classification	HEW 5
Position Number	
School/Office	People and Culture
Division	Operations

POSITION PURPOSE

The HR Operations Officer delivers high-quality, responsive HR operational support across the employee lifecycle. As the first point of contact for HR Operations, the role ensures a first-class people experience through clear, professional, and timely communication via phone, ServiceNow, Microsoft Teams, and email.

This role is responsible for processing a broad range of Tier 1 HR transactional processes including WHS processes, visa and mobility enquiries, payroll preparation tasks, leave management, casual academic administration, benefits administration and superannuation enquiries. The people operations officer plays a critical role in maintaining data integrity, ensuring compliance, and supporting the seamless delivery of HR services across the University. This role answers Tier 1 Enquiries from staff, referring them to self-service options when available.

KEY ACCOUNTABILITIES

1. **Deliver accurate and timely HR transaction processing** across onboarding, pay and entitlement requests, WHS, visa and mobility tasks, and payroll preparation tasks.
2. **Provide responsive and professional frontline HR support** via phone, ServiceNow, Teams, and email, ensuring a consistent and positive employee experience.
3. **Maintain and update employee records and data** in HR systems, ensuring accuracy and compliance with University Instruments, policies and procedures.
4. **Liaise with internal stakeholders** to clarify requirements, resolve queries, and ensure service expectations are met.
5. **Prepare employment-related documentation and correspondence**, including variation letters, probation completion letters and onboarding packs.
6. **Apply knowledge of HR policies, procedures, and systems** to provide accurate advice and ensure compliance.

7. **Identify opportunities to improve processes and knowledge** and contribute to continuous improvement initiatives.
8. **Escalate complex or non-standard matters** to the Senior People Operations Officer or Coordinator and Manager as appropriate.

QUALIFICATIONS, EXPERIENCE AND SKILLS

Essential:

1. Certificate IV or Diploma in Human Resources, Business, or a related field, or equivalent experience.
2. Demonstrated experience in HR administration or operational support roles.
3. Strong attention to detail and commitment to data accuracy.
4. Excellent interpersonal and communication skills, with a customer-focused approach.
5. Ability to manage multiple priorities and meet deadlines in a high-volume environment.
6. Proficiency in Microsoft Office and HRIS platforms.

Desirable:

1. Experience working in a higher education or large, complex organisation.
2. Familiarity with employment legislation, enterprise agreements, and visa/work rights processes.

KEY RELATIONSHIPS

- **This position reports to:** HR Operations Team Leader
- **This position supervises:** Nil
- **Key internal relationships:**
 - HR Operations team
 - People and Culture Partners
 - Payroll and Systems teams
 - Senior HR Operations Officer
- **Key external relationships:**
 - Visa and mobility service providers
 - Superannuation and benefits providers (as required)

CHALLENGES

1. Managing a high volume of HR transactions while maintaining accuracy and service quality.
2. Responding to diverse and sometimes urgent queries across multiple HR topics.
3. Ensuring compliance with complex and evolving employment frameworks.
4. Maintaining a consistent and professional tone across all communication channels.

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:

Date: