

# POSITION DESCRIPTION

## Senior HR Operations Officer



### POSITION DETAILS

|                 |                              |
|-----------------|------------------------------|
| Position Title  | Senior HR Operations Officer |
| Classification  | HEW 6                        |
| Position Number |                              |
| School/Office   | People and Culture           |
| Division        | Operations                   |

### POSITION PURPOSE

The Senior HR Operations Officer is a generalist role that delivers high-level operational HR services across the employee lifecycle. It leads the execution of complex HR transactions, ensures compliance with employment legislation and enterprise agreements, and drives continuous improvement in transactional service delivery, enquiry management and employee master data integrity. This role works with the people operations improvement team to enhance the quality of operational HR services to our people at Western Sydney University and associated entities.

The Senior HR Operations Officer manages Tier 1 HR enquiries and is the escalation point for more complex enquiries from the People Operations Officers. They will have knowledge and experience within many HR operational processes such as onboarding, payroll, leave management, WHS, casual staff processing, staff benefits management, employment variations and superannuation enquiries, providing quality guidance to resolve routine and non-routine service requests. They also play a key role in coaching junior staff, embedding best practice and improving our knowledge base and self-service options for staff.

### KEY ACCOUNTABILITIES

1. **Oversee and govern** the execution of complex HR transactions, ensuring precision, compliance, and alignment with policy and legislation.
2. **Validate and maintain** employee master data across HR systems, safeguarding accuracy and enabling reliable reporting.
3. **Coordinate and optimise** operational workflows to improve efficiency, reduce duplication, and enhance service quality.
4. **Escalate and resolve** non-standard or sensitive HR queries, applying sound judgement and specialist knowledge.
5. **Coach and guide** HR Operations Officers (HEW 5), embedding consistent practices and

- building team capability.
6. **Implement and monitor** quality assurance frameworks to uphold service standards and identify improvement opportunities.
  7. **Collaborate with internal stakeholders** to ensure seamless integration of HR operations with broader strategic initiatives.
  8. **Contribute to policy and procedure refinement** by identifying gaps and recommending enhancements based on operational insights.

## QUALIFICATIONS, EXPERIENCE AND SKILLS

### Essential:

1. Tertiary qualification in Human Resources, Business, or related discipline, or equivalent experience.
2. Extensive experience in HR operations, including complex transaction processing and data governance.
3. Advanced understanding of employment legislation, enterprise agreements, and compliance frameworks.
4. Demonstrated ability to lead process improvement initiatives and embed quality assurance practices.
5. High-level analytical and problem-solving skills, with attention to detail and data integrity.
6. Strong interpersonal and communication skills, with the ability to coach and influence others.

### Desirable:

1. Experience with HRIS & Enterprise Service Management platforms (e.g., ServiceNow, Ascender, Cornerstone, Smart Recruiter).
2. Exposure to continuous improvement methodologies (e.g., Lean, Six Sigma).

## KEY RELATIONSHIPS

- **This position reports to:** HR Operations Team Leader
- **This position supervises:** No direct reports, but provides coaching and guidance to HR Operations Officer (HEW 5)
- **Key internal relationships:**
  - HR Operations team
  - People and Culture Partners
  - Payroll and Systems teams
  - Hiring Managers and Supervisors
- **Key external relationships:**
  - Superannuation providers
  - External auditors (as required)

## CHALLENGES

1. Leading the delivery of complex HR transactions in a high-volume environment.
2. Ensuring compliance across diverse employment categories and evolving legislative frameworks.
3. Driving operational improvements while maintaining service continuity.
4. Coaching junior staff without formal supervisory authority.

## 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:**