



HR Assist Coordinator

HUMAN RESOURCES
ADMINISTRATIVE DIVISION



About QUT

QUT is a major Australian university with a global outlook and a 'real world' focus. We are one of the nation's fastest growing research universities and our courses are in high demand.

We are an ambitious and collaborative institution that seeks to equip our students and graduates with the skills they will need in an increasingly disrupted and challenged world. We are transforming the student experience we offer our 50,000 students and we place a premium on the international and national accreditation of our various professional degrees.

Our internationally award-winning Science and Engineering Centre is home to The Cube, acknowledged as one of the world's largest digital interactive learning and display spaces. QUT established the world's first Creative Industries Faculty, and we invest heavily in collaborative learning and interdisciplinary research environments, including the \$95M Education Precinct.

Further information about QUT can be obtained from the website at www.qut.edu.au.

Our Vision

QUT's [Blueprint 6](#) is our institutional strategic plan. The Blueprint formalises QUT's ambitions and declares our strong sense of purpose which is to provide transformative education and research relevant to our communities. It provides a framework and strategies to enable QUT to realise our vision to be the university for the real world and identifies the following priorities:

- support aspiration and inclusion
- encourage creativity and entrepreneurship
- embrace digital transformation and technology
- embed principles of health and wellbeing
- support Indigenous Australian engagement, success and empowerment
- enable professional engagement and ethical leadership and,
- focus on the environment and sustainability

Aligned to and supporting our vision are the QUT Values. These Values highlight what makes QUT distinct and successful. Providing a compass for our decisions, actions and behaviours and strengthening our community.

QUT Values

- Ambition
- Curiosity
- Innovation
- Integrity
- Inclusiveness

About the Department

The Human Resources department enhance the talents of our real world people through effective leadership, expert advice and professional development, while creating a highly engaged workforce by fostering strong organisational culture.

About the Position

In the position of HR Assist Coordinator, you are part of the HR Assist team, which delivers an exceptional human resources service and enquiry management experience to the university. Your skills and knowledge are applied to solve problems and assist university staff with transactional enquiries relating to human resources matters including interpretation of QUT policies, procedures and the provision of information.

Acting as the escalation point for complex questions channelled through the HR Assist service, you help to manage the HR Advisors' workflow, who are also part of the HR Assist team.

Through your work, you naturally identify opportunities to continuously improve team performance to align to current and future client needs and service delivery requirements.

This position reports to the Business Services Coordinator (HR Assist) for supervision, workload management and for Performance Planning and Review (PPR).

Key responsibilities include:

- Respond to HR transactional requests for advice, information and assistance.
- Provide continuous guidance and coaching on processes, policies, procedures and systems to HR Advisors to ensure that high quality client service is provided and act as the HR Advisors primary escalation point on queries.
- Liaise with the Centres of Expertise and HR Partner teams to seek optimal client outcomes in the resolution of complex queries.

- Contribute on a consistent basis to the Human Resources' knowledge database and take an active role in ongoing skill development.
- Support the Business Services Coordinator (HR Assist) to continue to improve the staff experience through identifying and escalating system and procedural efficiencies.
- Use data metrics to guide service provision and take an active role in ensuring team and individual service standards are met.
- Support major enterprise initiatives including QUT Appointments releases.
- Develop strong working relationships with colleagues in HR Assist.
- Compliance with health and safety policies, procedures, hazard reporting and safe work practices.

To ensure job flexibility the successful appointee may be required to:

- perform any other duties as nominated by the University consistent with the relevant classification descriptors detailed in the Enterprise Agreement. Staff undertaking any new duties will receive training;
- participate in job rotation or multiskilling in consultation with their supervisor;
- work across campuses

Type of appointment

This appointment will be offered on an ongoing, full-time basis

Location

Kelvin Grove campus.

Selection Criteria

1. A combination of relevant experience and/or education and training equivalent to a degree with subsequent relevant experience.
2. Demonstrated experience in a human resources generalist role and the ability to interpret and provide advice on policies, guidelines and other documents.
3. High level of digital literacy.
4. Demonstrated ability to supervise staff, manage workloads and escalate issues where required.

5. Demonstrated ability to build effective relationships with internal stakeholders across the university.
6. Excellent interpersonal and communication skills including the ability to resolve difficult customer service issues with a high level of attention to detail.

Remuneration and Benefits

The classification for this position is Higher Education Worker Level 6 (HEW6) which has an annual remuneration range of \$92,402.16 to \$100,051.47 pa. Which is inclusive of an annual salary range of \$78,747 to \$85,266 pa and 17% superannuation.

In July 2020 QUT staff voted in favour of a variation to its Enterprise Agreements. The variations were approved by the Fair Work Commission in August 2020.

The variation impacts leave loading (for new staff no loading will be paid or accrued during the period the variation is in effect), salary increases (the salary increase which was due to occur in the first full pay period of December 2020 has been deferred until the first full pay period of December 2021) and superannuation (superannuation will be paid to staff as though the salary increase which would have been paid in December 2020 has taken effect and, subject to the rules of the superannuation fund, a defined benefit member will continue to make contributions in alignment with the contributions made by the University). A link to the variation is [here](#).

Beyond personal and professional fulfilment, a career at QUT brings a broad range of tangible benefits. With competitive remuneration including superannuation, the University offers real and generous benefits.

QUT is a high quality and flexible organisation that is proud of its excellent employment conditions which include but are not limited to:

- Reduced working year scheme
- Parental leave provisions
- Study support encompassing leave and financial assistance
- Comprehensive professional development
- Salary Packaging

Further benefits can be found at the [Working at QUT](#) page.

Information for applicants

The position is open to ongoing staff whose substantive position is redundant or a staff member whose substantive position is in a job family to be reduced in size or any ongoing, fixed-term, casual or sessional staff member including those employed on or after 23 April 2020. Indigenous Australians who have not been employed by QUT previously are also eligible and are encouraged to apply.

If there are applications from phase 1 eligible staff, these will be assessed by the selection panel. In the event that there are no suitable candidates from phase 1, applications from phase 2 candidates will be provided to the Selection Panel.

Applicants who reach the final stage of the selection process will be expected to undergo a check of their criminal history. Those matters which do not have an impact on the inherent requirements of the position will not be taken into consideration. Applicants will be provided with an opportunity to discuss the outcome of the check before a decision on appointment is made.

For further information about the position, please contact Ms Katrina Bennett, Business Services Coordinator (HR Assist), on (07) 3138 7691.

Candidates who are interested in the position are encouraged to apply even though they may feel they are not strong on individual selection criteria.

In assessing merit, the panel will take into consideration “performance or achievement relative to opportunity”. We recognise that many staff today have a range of personal circumstances, and career histories that challenge traditional ideas of a staff member. This may mean, for example, prioritising the quality of achievement rather than the quantity, as considerations of part-time employment, career interruptions and significant periods of leave are taken into account when assessing performance or achievement.

How to Apply

For further information and to apply, please visit www.qut.edu.au/jobs for reference number **21188**.

When applying for this position we encourage

you to upload your response to the selection criteria (3 pages maximum).

Applications close 2 March 2021