



Role Description

Title:	Manager: Employee Services	Location:	Toowoomba Catholic Schools Office
Reports to:	Director: People and Engagement Services	Classification:	Professional Officer Level 6
Directorate:	People and Engagement Services	Tenure:	Full time, Continuing

1.0 Purpose

The Manager: Employee Services leads the high-quality delivery of recruitment and payroll services within the People and Engagement Services Directorate (PES) of Toowoomba Catholic Schools Office (TCSO). The role holder works collaboratively with the Employee Engagement Team Leader and Payroll Team Leader to implement accurate, effective and timely services.

The role holder has a focus on excellence in customer service; ensuring that recruitment and payroll services are delivered in accordance with legislation, policies and procedures for all staff of Diocese of Toowoomba Catholic Schools (TCS). The role holder ensures that systems are in place to support the delivery of services that provide high quality workforce and payroll data.

2.0 Experience and qualifications

Essential

- empathy with the values and ethos of the Catholic faith
- relevant tertiary qualifications in human resources or a related field, or a minimum of 5 years' experience in a similar senior role
- extensive payroll knowledge and experience
- demonstrated experience with recruitment systems and employment contract development
- demonstrated management experience
- intermediate to advanced Microsoft Excel skills
- demonstrated experience working with the Microsoft suite of products, including Office 365
- effective relationship building and influencing skills
- excellent written and verbal communication skills
- demonstrated skills in data management and analytics
- a current Class C driver licence
- a current blue card for working with children issued by Blue Card Services, or the willingness and ability to obtain one prior to commencement

3.0 Leadership Capabilities

3.1 Thinking clearly

The Manager: Employee Services has strong knowledge of contemporary recruitment and payroll processes, with the ability to problem solve complex situations involving Enterprise Agreements, Modern Awards and relevant legislation.

3.2 Engaging others

The Manager: Employee Services utilises high level communication and engagement skills to work with key stakeholders across TCS in delivering excellence in customer service across recruitment and payroll activities.

3.3 Leading and inspiring

The Manager: Employee Services uses strong leadership skills in supporting the work of the Employee Engagement and Payroll teams, developing the capability of teams to deliver high quality services.

3.4 Delivering outcomes

The Manager: Employee Services is focused on excellence in service delivery, developing effective recruitment and payroll processes that meet the needs of all stakeholders.

4.0 Key result areas

4.1 manage and lead the Employee Engagement and Payroll teams within PES

4.2 lead the development and implementation of high-quality recruitment and payroll processes

4.3 establish high quality data entry, reporting and analytical practices that meet the strategic needs of TCS

4.4 work in partnership with the Manager: Organisational Development and other managers within PES to meet the strategic objectives of the directorate

4.5 contribute to and promote the development, alignment, attainment, and review of strategic goals for TCS

4.6 complete other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

5.0 Statement of responsibility

While at work the role holder must

- take reasonable care for his or her own health and safety
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- comply, so far as the role holder is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Work Health and Safety Act
- cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

5.0 Statement of duties

The information detailed above is an accurate reflection of this role. Attached to this role description is a **duties statement** that covers a selection of activities in which the incumbent might engage. The list is neither prescriptive nor exhaustive.

Duties Statement

Manager: Employee Services

4.1 Manage and lead the Employee Engagement and Payroll teams within the People and Engagement Services Directorate (PES)

- provide oversight and strategic leadership of the end-to-end recruitment and payroll services within Diocese of Toowoomba Catholic Schools (TCS)
- provide leadership and strategic focus in relation to the work of the Employee Engagement and Payroll teams to meet the goals outlined in the TCS Strategic Plan and related strategies
- lead, develop and support the Employee Engagement Team Leader and Payroll Team Leader roles in the effective operational leadership of the respective teams
- implement professional development processes, including relevant professional learning, to build the capability of the Employee Engagement and Payroll teams
- ensure effective engagement of the Employee Engagement and Payroll teams with key stakeholders

4.2 Lead the development and implementation of high-quality recruitment and payroll processes

- in collaboration and consultation with key stakeholders, develop policies, procedures and guidelines that give effect to high quality recruitment and payroll processes
- engage with schools and other key stakeholders at a strategic level to seek opportunities for continual improvement in recruitment and payroll practices
- identify, develop, and implement software solutions to improve recruitment and payroll services, including e-recruit and onboarding processes
- develop and implement project-based solutions to improve recruitment and payroll services
- engage and build effective professional relationships with external vendors in the development of business requirements and software solutions
- implement a process of continual improvement with the TCS payroll system, including high level problem solving and solution development activities

4.3 Establish high quality data entry, reporting, and analytical practices that meet the strategic needs of TCS

- in collaboration with key stakeholders, including the Finance, Infrastructure and Information Services Directorate, develop and implement an internal audit framework for the ongoing monitoring of recruitment and payroll processes
- develop and implement high quality data entry and data quality processes
- develop and implement reporting solutions for key payroll and recruitment data targeted to a range of stakeholders
- utilise expertise in data analytics to implement continuous improvement strategies
- oversee and coordinate key internal and external reporting requirements, including meeting government reporting requirements

4.4 Work in partnership with the Manager: Organisational Development and other managers within PES to meet the strategic objectives of the directorate

- utilise high level communication and coordination skills to work effectively within the management structure of PES and achieve high quality outcomes
- work collaboratively with the Manager: Organisational Development to provide data and reporting solutions that inform the implementation and review of the TCS workforce strategy

- undertake joint projects and initiatives with the Manager: Organisation Development and other key stakeholders, as required

4.5 Contribute to and promote the development, alignment, attainment, and review of strategic goals for TCS

- contribute as a member of PES to achieve the strategies set out in the TCS Strategic Plan
- participate fully in annual goal setting, monitoring, and review of performance, in collaboration with the Director: People and Engagement Services
- engage in personal professional development and learning activities to ensure the effective delivery of the key result areas for this role
- document and report on the progress of the recruitment and payroll initiatives in the TCS Strategic Plan, as required

4.6 Complete other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

- the employer may direct an employee to carry out such duties as are reasonable within the limits of the employee's skill, competence and training; consistent with the classification structure within the current agreement
- any direction issued by the employer shall be consistent with the employer's responsibilities to provide a safe and healthy work environment