

Job title: Functional Lead, ERP (HCM and Learning) Advertised as – HRIS Implementation Lead (ERP/ Oracle)	
Classification:	Effective Date:
Reports to: Manager People and Culture	Tenure: Fixed-term to June 2024

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

This position leads the implementation of Council's Benefits Realisation Plan for Enterprise Resource Planning System (ERP) system, Oracle, across the People and Culture scope – i.e. Human Capital Management (HCM) and Learning for Employees and People Leaders (and Contingent Worker as relevant), ensuring delivery of priority interventions and due consideration of alignment to Payroll and Payroll related systems.

The role works to ensure the ERP HCM and Learning functionality is full enabled across HR Business Partnering and Shared Services, Organisational Development, Health, Safety and Wellbeing and Payroll – working in collaboration with respective teams across People and Culture.

Key Responsibilities

Benefits Realisation:

- Advise, inform and facilitate the full functionality of ERP HCM and Learning to deliver accessible people related services along the employee life cycle putting human experiences over process.
- In collaboration with the People and Culture team, advise, inform and facilitate the development and improvement of processes and practices to best mobilise the ERP HCM and Learning across People and Culture functions.
- Advise on full benefits realisation of ERP HCM and Learning across People and Culture to effectively best activate the People and Culture service delivery model.
- Review and lead on continuous improvement to follow implementation ensuring ongoing quality and efficiency of service delivery through the system.
- Lead, advise and inform engagement and take up in ERP HCM and Learning across People and Culture to ensure they are embedded in day to day practice, ensuring fit for purpose training development and delivery to relevant cohorts (i.e. Employees, People Leaders, Super Users).

Business Requirements and User Experience:

- Partnering with Transformation team and vendor partner/s, ensure the ERP HCM and Learning across People and Culture meets requirements across the employee life cycle for the organisation including but not limited to:
 - Workforce Planning and Optimisation
 - Recruitment
 - Onboard/ Offboard/ Crossboard
 - Core/ HR Service Delivery
 - Performance
 - Learning and Development
 - Talent and Career Development
- Advise and inform the design and implementation of leading and accessible user experiences using the ERP HCM and Learning across People and Culture across the full employee lifecycle to meet the needs across the organisation.
- Lead, advise and inform engagement and take up in ERP HCM across People and Culture to ensure they are embedded in day to day practice, ensuring fit for purpose

training development and delivery to relevant cohorts (i.e. Employees, People Leaders, Super Users).

- Advise on best use of ERP HCM and Learning across People and Culture and Payroll in the design and development of key people metrics and reports in support of organisational strategy and goals.
- Transition Planning to ongoing System Administrator/s.
- During periods of absence or high workload, support the wider People and Culture team in meeting organisational requirements.
- Other duties as directed within the skills and capabilities of a position at this level.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant regulations and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure defined Key Result Areas are met and contribute to strategic objectives.
- Ensure appropriate care and use of assets and equipment.

Authority

Budget

Preparation and management of budget associated with ERP implementation.

Supervision

Supervision of learning and development support role to ensure deadlines are met and to achieve specific and set objectives with the resources available.

Decision Making:

Exercise judgment and solve complex problems. Make decisions independently and take an innovative approach. Exercise loyalty, judgment and discretion regarding confidential issues.

Key Relationships

The position will liaise and negotiate with all employees and management across the organisation including the Executive.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Relevant tertiary qualifications in a related field or an equivalent combination of training and workplace experience.
- Demonstrated experience in a leadership role across employee lifecycle function/s in a complex and dynamic environment.
- Established experience across HR and Learning functions including people policy, shared services and/ or talent acquisition.
- Working knowledge of key people metrics in support of organisational strategy and goals, including analysis and reporting to address risk and inform organisational development.
- Excellent communication skills (written and verbal) including the ability to adapt communications to identified need and/or purpose, build relationships and gain cooperation with stakeholders with varied levels of understanding and/or experience.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Technology

- Advanced skills in Microsoft Office applications.
- Sound knowledge of HR Information Systems, database development and electronic document management

Other Technical Skills

- Demonstrated ability to work independently and liaise with senior management, people leaders and staff at all levels, including utilising influencing and negotiating skills to achieve organisational outcomes and solve specialist problems.
- Strong lateral, conceptual, analytical and strategic thinker with excellent problem solving and decision-making abilities.

- Demonstrated knowledge of the *Victorian Gender Equality Act 2020 and Child Safe Standards 2022*.
- Advanced understanding of contemporary issues in volunteer management.
- Excellent policy formulation skills and the ability to evaluate and amend policy where required to meet organisation needs.
- Excellent attention to detail.
- Excellent risk assessment and management skills
- Knowledge of local government operations and applicable legal and regulatory requirements an advantage.

Interpersonal

- Ability to gain the cooperation of and establishing positive working relationships with Managers, Supervisors and peers, including facilitation and leadership skills related to consultation.
- Demonstrated ability to consider multiple perspectives and consider complex information within a multifaceted and changing environment, to create viable options, strategic direction, programs, and plans to address cross-organisational objectives.
- Excellent verbal communication skills to formulate effective working relationships with and to inspire the confidence of all levels of employees and volunteers.
- Excellent presentation skills to enable the clear communication of information to a range of audiences.
- Ability to produce high quality reports and discussion papers, make formal presentations and to represent Council in professional, organisational & community forums.
- Highly developed problem solving, negotiation and influencing skills.
- Advanced report and correspondence writing skills.
- Personal integrity, maturity, sound judgement and discretion.

Leadership/management:

- Proven ability to lead, manage or contribute to the success of complex organisational initiatives.
- Actively contribute to and enable corporate planning process and annual budget process.
- Plans, seeks, allocates and monitors resources to achieve outcomes.
- Manage team performance and foster an environment that encourages new ideas and provides support for the development of emerging skills.
- Ensure implementation and compliance of organisational policy, legislative and regulatory requirements.
- Manage team performance and foster an environment that encourages new ideas and provides support for the development of emerging skills.
- Think strategically, particularly in relation to organisational level strategies, programs and approaches.

Other attributes (desirable)

- Exposure to government operating environment an advantage.
- Awareness of risk management is desirable.

Notes and Comments

- The incumbent may be required to work from different locations within the municipality.
- The incumbent may be required to attend out of hours work meetings.

Key Selection Criteria

- Relevant tertiary qualifications in a related field or an equivalent combination of training and workplace experience.
- A strong track record of effectively initiating and implementing innovation and change in the people policy and service or practice context.
- Demonstrated experience across people practice functions including people policy, shared services and/ or talent acquisition.
- Demonstrated record of leadership which encourages new ideas and influences staff observing organisational standards.
- Proven expertise in key people metrics in support of organisational strategy and goals, including analysis and reporting to address risk and inform organisational development.
- Demonstrated experience working across a complex and diverse organisation with demonstrated success delivering effective outcomes with consideration to diversity and inclusion.
- Demonstrated high level organisational, planning and project management skills in developing, delivering and monitoring of cross-organisational activities and programs.
- Highly developed problem solving, negotiation and influencing skills.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	Keyboard, writing, carrying office supplies	Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Never/rarely	
Standing Tasks involve standing in an upright position	May work at sit/stand desk, make presentations	Sometimes/often	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Never/rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Sometimes/often	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Never/rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer.	A large portion of the work will involve using a computer sitting at a work station.	Often	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
<p>Satisfactory Vision</p> <p>Standard of vision required equal to that required for driver's licence</p>		Often	

Any other relevant comments: