Job title: Oracle HCM Functional Specialist	
Classification: Band 7	**Effective Date**: June 2024
Reports to: Coordinator OD & Culture	**Tenure**: Fixed-term to 30 June 2025

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 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**

CREATe - Our Values and Behaviours:

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

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	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 provides specialist functional expertise and support to the People and Culture team and business users in Oracle Human Capital Management (HCM) modules, namely Recruitment, Learning, Career and Performance as part of Talent. The position acts as a subject matter expert, collaborating closely between the People and Culture team, end users and Organisational Technology to understand business requirements and support configuration changes. The role also has specific project leadership and deliverables to uplift use of the HCML modules listed above and related business and capability requirements. The role also provides ongoing capability development, training and support to end users.

Key Responsibilities

Position Specific Responsibilities

- Liaising with People and Culture (and specifically Content Module Owners) to consult on requirements gathering, design, implementation and ongoing support of Oracle HCM.
- Assist with analysing, designing, testing and deploying Oracle HCM enhancements.
- Definition and preparation of any required project and technical documentation to uplift use of the HCM modules.
- Maintenance of configuration workbooks across HCM modules.
- Provide HCML functional inputs to the system administration leads.
- Provide analysis and support on cross stream (i.e. other modules) impacts of addressing business requirements through Oracle changes.
- Analysis and utilisation of support tools such as Customer Connect to inform enhancements and future Oracle HCM roadmap activities.
- Capacity build and support relevant Content Module Owners with interpreting and prioritising quarterly release impact analysis and implementation of features as agreed with the business.
- Organising, oversight and delivery of regression testing of existing functionality and user acceptance, and end user testing and acceptance of new functionality.
- Management of escalated service desk tickets as they relate to HCML modules of Recruitment, Learning, Career and Performance and Talent including the resolution of Level 1 tickets where required.
- Develop and deliver end user training and documentation as required for Recruitment, Learning, Career and Performance and Talent modules. This may include the maintenance of user guides and related sharepoint hub.

- Actively engage in Oracle HCM professional forum leveraging best practice to build knowledge, capability and practices across HCM Content Module Owners and end users.
- Other duties as may be required.

Corporate Responsibilities

Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.

Understand and adhere to the Risk Management Policy (as it relates to the Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.

Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.

Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.

Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Other duties as directed within the skills and capabilities of a position at this level.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Key Relationships:
The position will work closely with the OD and Culture team and allocated Content Module Owners and more broadly with the People and Culture Department. The position will also work closely with the Oracle Systems Administrators.

The position will need to build relationships with end users across the organisation to assist with the development of fit for purpose Oracle solutions.

The position is required to maintain professional relationships with various external contacts, including other councils, external partners and providers.

Judgement and Decision Making

- Exercise judgment and solve complex problems.
- Make decisions independently and take an innovative approach.
- The freedom to act is governed by objectives, policies and budgets with a regular reporting mechanism in place.
- Exercise loyalty, judgment and discretion regarding confidential issues.
- Decisions made and actions taken by this role may have a significant effect on OD and Culture, People and Culture and end users of HCM Oracle modules.

Specialist Knowledge and Skills

Technology

- Proven experience in supporting Oracle HCM modules with a strong understanding of HR business processes and practices.
- Experience in conducting system testing, identifying and resolving bugs and ensuring data integrity.
- Advanced skills in Microsoft Office applications, including collaboration tools for meetings and workshops.

Other Technical Skills
- Excellent requirements gathering skills and ability to translate business requirements into functional design specifications.
- Ability to apply analysis and research in contributing to developing Oracle processes that work in a diverse organisation.
- An understanding of the long-term goals of the organisation, it's values and the legal and political context in which it operates.

Certificates/Licences
- Satisfactory National Criminal History Check.
- Working with Children Check.

Qualifications and Experience
- Established working knowledge of and experience with Oracle HCML from within a People and Culture department.
- Experience with the development and maintenance of technical documentation.
- Working knowledge of project management methods and principles to implement organisation wide Oracle HCML system and business process changes in line with the organisation's strategic direction.
- Proven experience in capability development of users in HCM related systems development, maintenance and ongoing application.
- Experience working across a complex and diverse organisation with demonstrated success delivering effective outcomes with consideration to diversity and inclusion.

Interpersonal Skills
- Outstanding communication and presentation skills which formulate effective collaborative working relationships that inspire confidence across all levels of organisation.
- Problem-solving skills with the ability to effectively manage complex and sensitive situations and projects by applying sound judgement and discretion.
- Highly developed engagement and influencing skills, including liaising with external stakeholders to discuss and resolve specialist problems.
- High self-awareness and ability to build trust and gain the confidence of others.
- A personal style that models integrity, equity, fairness and transparency.

Management Skills

Leadership/management:

- Skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- An understanding of Council's goals, values, aspirations, and the legal and political context in which it operates.
- Plans, seeks, allocates and monitors resources to achieve outcomes on time and on budget.
- Ensure implementation and compliance of organisational policy, framework, legislative and regulatory requirements.
- Think strategically, particularly in relation to how Whitehorse business processes are realised and embedded into Oracle processes.
- Proven ability to manage a dynamic workload with competing priorities and operate independently effectively under pressure.

Other attributes (desirable)

- Oracle HCML certifications
- Knowledge of local government operations and applicable legal and regulatory requirements (for example the Local Government Act 2020) an advantage.

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

- Established working knowledge of and with Oracle HCM from within a People and Culture department.
- Experience with the development and maintenance of technical documentation.
- Working knowledge of project management methods and principles to implement organisation wide Oracle HCM system and business process changes in line with the organisation's strategic direction.
- Proven experience in capability development of users in HCM related systems development, maintenance and ongoing application.
- Problem-solving skills with the ability to effectively manage complex and sensitive situations and projects by applying sound judgement and discretion.
- Proven ability to manage a dynamic workload with competing priorities and operate independently effectively under pressure.

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	
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Often	

Any other relevant comments: