

<b>Job title:</b> Support Officer ERP (HR, Learning and Payroll)	
<b>Classification:</b> Band 5	<b>Effective Date:</b> July 2023
<b>Reports to:</b> Functional Lead ERP	<b>Tenure:</b> Fixed-term 9 months

## 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 provides important first level support to employee users of Council's Enterprise Resource Planning (ERP) system, Oracle, across Human Capital Management (HCM) and Learning modules, encompassing end-to-end HR, learning and compliance system support.

The position supports Council's Benefits Realisation Plan for ERP, with a focus on employee user support and priority interventions to drive use of the ERP Human Capital Management (HCM) and Learning modules across Council – while working in collaboration with respective teams across People and Culture and Finance.

## Key Responsibilities

### *Position Specific Responsibilities*

#### **User Support**

- Serve as the first point of contact for employee system users who raise service tickets relating to Oracle's Human Capital Management (HCM) and Learning modules.
- Provide accurate advice, technical support and assistance to employee system users to resolve their issues or concerns.
- Perform issue troubleshooting through diagnostic techniques and effective questioning and determine the best solution based on the issue and details provided by users or escalate unresolved issues.
- Maintain ticket status and information in Manage Engine ticketing system.
- Capture feedback or suggestions by employee users onto the appropriate documents.
- Identify and suggest possible improvements on procedures.

#### **Engagement, Communications and Training**

- Engage with employee users throughout the problem-solving and resolution of support tickets.
- Supported by the Functional Lead – ERP (HR, Learning and Payroll), engage with external support partners.
- Based on themes and issues identified through support tickets and user engagement, prepare content for weekly ERP communications email sent to employee users.

- Based on themes and issues identified through support tickets and user engagement, develop and/or update training materials for employee users for use on the ERP resource hub.
- Based on themes and issues identified through support tickets and user engagement, provide on-site support to particular groups of employee users to ensure that Oracle processes are embedded and maximise user buy-in.
- Support the delivery of technical training sessions for employee users such as for rollouts of new system functionality or annual programs.

### **Process Improvement:**

- Based on themes and issues identified through support tickets and engagement with users (including People and Culture Super Users), identify and document opportunities for improvement of system configuration or internal work processes.
- In conjunction with People and Culture SMEs perform testing and validation of system configuration changes to resolve user issues, enhance user experience, or in advance of system updates.
- In conjunction with People and Culture SMEs develop and maintain of Human Capital Management (HCM) and Learning process maps and documentation.

### **Metrics and Reporting:**

- Develop reports using Oracle's OTBI report-building tool and / or Power BI. Training will be provided.
- Support People and Culture SMEs to develop reports relevant to their work areas.

### **Transition Planning:**

- Engage People and Culture SMEs into system configuration changes relevant to their work areas so that these tasks can be transitioned to BAU.

### **Other:**

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

### *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 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 liaise with leaders and employees at all levels of the organisation.
- The position is required to maintain professional relationships with various external contacts, including other councils, external partners and providers.

## **Judgement and Decision Making**

- The freedom to act is governed by clear objectives, guidelines and/ or budgets.
- Exercise judgment and solve problems, using procedures and/or applying knowledge required through relevant experience or drawing on technical knowledge. On occasion, problems may be complex and relate to situations not previously encountered.
- Guidance and advice is usually available within the time required to make a choice.
- Decisions and actions are always subject to review by more senior staff.

## Specialist Knowledge and Skills

### Technology

- Sound understanding of computer systems, mobile devices and other tech products
- High level skills in Microsoft Office applications and keyboard skills
- Ability to diagnose and resolve basic technical issues
- Working knowledge of HR information systems (HRIS) and ticketing systems is desirable
- Experience working with Oracle and PayGlobal is highly desirable.
- Experience in report building / Power BI is highly desirable

### Other Technical Skills

- Proficiency in English language
- Relevant experience in a customer support role or as a help desk technician
- Ability to prepare emails, reports, briefing papers and external correspondence.
- Ability to assist with the development of policy and processes.
- Ability to understand relevant organisational policies and procedures.
- Working knowledge of relevant legislation, including the Fair Work Act 2009, and the Workplace Injury Rehabilitation and Compensation Act 2013, including the underlying principles.

### Certificates/Licences

- Satisfactory National Criminal History Check.
- Satisfactory Working with Children Check.

## Qualifications and Experience

- Tertiary qualification in a related discipline or an equivalent combination of training and workplace experience.
- Proven skills in HR service delivery – e.g. onboarding, offboarding and cross-boarding, learning and/or performance.
- Demonstrated understanding of HR policies and procedures, Enterprise Agreements, conditions of employment and/ or legislative requirements.
- Ability to maintain confidentiality and work with sensitive information.
- Demonstrated attention to detail.

## Interpersonal Skills

- Customer-oriented and cool-tempered
- Excellent communication and interpersonal skills so as to gain the co-operation of stakeholders (both internal and external) utilised in the administration of well-defined activities.
- Problem-solving skills with the ability to effectively manage complex and sensitive situations applying sound judgement and discretion, with assistance from more senior staff.
- Engagement, and influencing skills.
- High self-awareness and capacity to build trust and gain the confidence of others.
- A personal style that models integrity, equity, fairness and transparency.
- Proven ability to manage a dynamic workload and prioritise to ensure specific and set objectives are achieved.
- Sound presentation skills to enable the clear communication of information.

## Management Skills

- An understanding of the long term goals of the P&C Department and a knowledge and appreciation of the goals of the wider organisation.
- Contributes to the overall performance of the P&C team, ensuring that objectives and goals are met.

## Other attributes (desirable)

- 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 occasional out of hours work meetings.

## Key Selection Criteria

- Excellent interpersonal skills with demonstrated customer service focus. Experience in a customer support role or as a help desk technician is highly regarded.
- Demonstrated experience in HR service delivery. Experience in onboarding, offboarding, and preparing offers of employment and/or other employment related correspondence is highly regarded.
- Capability to guide and support users to utilise an organisational system in a consistent and compliant way, as guided by relevant policies and processes.
- Practical and results orientated approach with experience and interest in problem solving and process improvement.
- Highly developed organisational skills with the ability to manage and prioritise workload, managing multiple and demanding deadlines and undertaking administrative tasks.
- Tertiary qualification in a related discipline or an equivalent combination of training and workplace experience.

## Physical Requirements

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

**Any other relevant comments:**