

ROLE DESCRIPTION



Operations - ES - Employee Services Officer

Our CORE values	Collaboration Openness Respect Empowerment	
Organisation	NSW Health	
Local Health District /Agency	HealthShare NSW	
Position Classification	Administrative Officer Level 4 / 5	
State Award	Health Employees' Administrative Staff (State) Award	
Category	Finance and Audit Payroll Payroll Officer	
Vaccination Category	Category B	
Website	www.healthshare.nsw.gov.au	

PRIMARY PURPOSE

The Employee Services Officer provides frontline transactional activities within the functional teams for the delivery of an efficient and effective employee transactions service. The transactional services provided by the teams include end to end data entry and validation of employee related, payroll and recruitment related transactions and escalated service desk enquiries.

KEY ACCOUNTABILITIES

- Maintain knowledge of current relevant legislation, policies, procedures and guidelines to ensure the compliance with regulatory requirements.
- Processing end to end employee transactions including general and medical recruitment, on boarding and Masterfile changes, payroll operations and payroll production for Employee Services.
- Timely and accurate processing of high volume workload, ensuring the accuracy of data entered into HRIS by verifying or manually checking employee and recruitment transactional data and other payroll related information entered/generated by team members.
- Assisting in ensuring team tasks are processed within defined timeframes in accordance with policy and procedure and customers are informed at all times.
- Analysing and preparing system reports to verify data accuracy and adherence to Award and employment conditions as necessary.
- Provision of customer centred and value adding service with focus on quality and timeliness.

KEY CHALLENGES

- Maintain a highly professional, performance based, innovative, responsive and accountable customer service culture with all HSNSW customers. Embracing a culture of continual learning to ensure all new information from the business is embraced and understood for the purposes of supplying accurate and up to date information to HSNSW customers.

- Embracing the values of the organisation, a positive ‘can do’ attitude and approach in interactions with internal managers and staff, customers and other stakeholders.
- Exercise sound judgement and discretion in dealing with sensitive and contentious issues and when representing HealthShare NSW.

KEY RELATIONSHIPS

WHO	WHY
INTERNAL	
Management	Escalate issues, provide updates, clarify instructions and meet deadlines
Work Team	Participate in meetings, share information and provide input
Clients/customers	To provide high quality service and be responsive to queries

ROLE DIMENSIONS

- Team staffing: Nil
- Direct reports: Nil
- Budget (\$): N/A
- Financial Delegation: N/A

ESSENTIAL REQUIREMENTS

- Experience with timely and accurate processing of high volume workload, conflicting customer demands and strict deadlines.
- Ability to work in a customer service role including well developed interpersonal and customer engagement skills.
- Demonstrated computer literacy to be able to work in an electronic/computer based paperless processing environment. Experience with an electronic human resources information system (HRIS) is desired but not essential.

OTHER REQUIREMENTS

The role and the responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of HealthShare NSW and in line with NSW Health Code of Conduct. The following specific requirements should be noted:

WORKPLACE CULTURE

At HealthShare NSW we strive for a positive and constructive workplace culture to help our people work at their best and deliver improved outcomes for our customers. We are goal-focused, open minded, encouraging of others and we work together to achieve our objectives. We put people first and prioritise connecting with those around us. We model the NSW CORE Values. Attitudes and behaviours are consistent with those values and the expectations of conduct set out in the NSW Health Code of Conduct.

FINANCE AND ASSETS

Manage allocated finance and resources efficiently and effectively in accordance with the HealthShare NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records.

FRAUD AND CORRUPTION

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

RISK MANAGEMENT

Participate in business risk planning and risk assessments. Understand and abide by the organisation's risk policies, developing an understanding of the operational and risk management context, managing risk accordingly.

WORK HEALTH AND SAFETY

HealthShare NSW strives for continuous improvement in the health, safety and wellbeing of our staff, visitors and contractors. We focus on safety excellence and a safe culture by ensuring our Safety Management System is robust, demonstrating visible safety leadership at all levels, and actively partnering with our staff in safety and wellbeing initiatives. Our safety goal is to live our safety message everyday – *Think Safe Work Safe Live Safe*. Staff are expected to comply with all policies and procedures relating to safety, and actively participate in health and wellbeing initiatives.

WORKPLACE DIVERSITY

Comply with and participate in the organisation's workplace diversity policies and procedures.

TRAVEL (IF RELEVANT)

Capacity and willingness to travel to HealthShare NSW business and service locations throughout NSW which may include overnight stay in regional / remote areas.

ROSTERING MANAGEMENT (IF RELEVANT)

Ensure data quality, integrity, policy and Award compliance is maintained in day to day rostering.

TRAINING

Comply with and participate in the organisation's training programs and policies, including participation in mandatory training.

PERFORMANCE REVIEW

A performance assessment will be conducted within three (3) months following commencement of employment. At least every twelve (12) months, a performance review will be undertaken.





FOOD SAFETY AND QUALITY (IF RELEVANT)

Providing patients with quality meals that are safe, nutritious and meets their needs. This includes complying with all food safety legislation, policies, procedures and safe work practices.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity and Inclusion	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus Capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Courage and Resilience	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond appropriately Work through challenges Remain calm and focused in challenging situations
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Focus on providing a positive customer experience Support a customer-focused culture in the organisation Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Cooperate across work areas to improve outcomes for customers
Work Collaboratively	Foundational	<ul style="list-style-type: none"> Work as a supportive and co-operative team member, share information and acknowledge others' efforts Respond to others who need clarification or guidance on the job Step in to help others when workloads are high Keep team and supervisor informed of work tasks
Results Deliver Results	Foundational	<ul style="list-style-type: none"> Seek clarification when unsure of work tasks Complete own work tasks under guidance within set budgets, timeframes and standards Take the initiative to progress own work Identify resources needed to complete allocated work tasks
Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> Take responsibility for own actions Be aware of delegations and act within authority levels Be aware of team goals and their impact on work tasks Follow safe work practices and take reasonable care of own and others health and safety Escalate issues when these are identified
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Use available technology to improve individual performance and effectiveness Make effective use of records, information and knowledge management functions and systems Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

JOB DEMANDS CHECKLIST

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) WHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Job Demands Frequency Key:

I = Infrequent	intermittent activity exists for a short time on a very infrequent basis
O = Occasional	activity exists up to 1/3 of the time when performing the job
F = Frequent	activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant	activity exists for more than 2/3 or the time when performing the job
R = Repetitive	activity involved repetitive movements
N = Not Applicable	activity is not required to perform the job

Note: any entries not assigned a value will be automatically set to "N"

PHYSICAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
Sitting – remaining in a seated position to perform tasks				X		
Standing – remaining standing without moving about to perform tasks		X				
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes		X				
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes						X
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	X					
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	X					
Kneeling – remaining in a kneeling posture to perform tasks						X
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks						X
Leg/Foot Movement – use of leg and/or foot to operate machinery						X
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps						X
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	X					
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)						X
Lifting/Carrying – heavy lifting and carrying (16kg and above)						X
Reaching – arms fully extended forward or raised above shoulder	X					
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body						X
Head/Neck Postures – holding head in a position other than neutral (facing forward)	X					
Hand and Arm Movements – repetitive movements of hands and arms			X			
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands		X				

Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work							X
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)		X					
SENSORY DEMANDS - Description (comment)	FREQUENCY						
	I	O	F	C	R	N	
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)				X			
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)			X				
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)							X
Taste – use of taste is an integral part of work performance (e.g. food preparation)							X
Touch – use of touch is an integral part of work performance							X
PSYCHOSOCIAL DEMANDS - Description (comment)	FREQUENCY						
	I	O	F	C	R	N	
Distressed People – e.g. emergency or grief situations	X						
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness							X
Unpredictable People – e.g. dementia, mental illness, head injuries							X
Restraining – involvement in physical containment of patients/clients							X
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies							X
ENVIRONMENTAL DEMANDS - Description (comment)	FREQUENCY						
	I	O	F	C	R	N	
Dust – exposure to atmospheric dust							X
Gases – working with explosive or flammable gases requiring precautionary measures							X
Fumes – exposure to noxious or toxic fumes							X
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)							X
Hazardous Substances – e.g. dry chemicals, glues							X
Noise – environmental/background noise necessitates people raise their voice to be heard	X						
Inadequate Lighting – risk of trips, falls or eyestrain	X						
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight							X
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C							X
Confined Spaces – areas where only one egress (escape route) exists							X
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground							X
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls							X
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks							X
Biological Hazards – exposure to body fluids, bacteria, infectious diseases							X