

Position Title:	Human Resources Manager
Organisation:	University of Melbourne Student Union Incorporated (UMSU)
Division:	Office of the CEO
Employment Status:	Full Time, Ongoing
Classification Level:	PL 9
Reports to:	Chief Executive Officer
Incumbent:	Vacant
Date Effective:	June 2024

The University of Melbourne Student Union Inc (UMSU)

The University of Melbourne Student Union Inc (UMSU) is a dynamic, for-purpose incorporated association, serving as the representative body for all students at the University of Melbourne. Structured around student control of student affairs, UMSU is governed by an elected Students' Council and twelve committees, chosen by and from the student body.

Located in the heart of the University of Melbourne's award-winning student precinct, UMSU is a vibrant, creative, and diverse social justice organization committed to representing and supporting University of Melbourne students. Our offerings include an arts and culture program for emerging student artists in a state-of-the-art theatre, a professional art gallery, and the iconic Rowden White Library. We have a free legal and advocacy service for students, host events co-designed by students supported by professional staff, and publish multiple student-led publications, including Farrago. UMSU also runs a food relief program, offers hundreds of volunteer opportunities and supports over 200 affiliated student clubs.

UMSU's overarching goal is to enhance student life at the University of Melbourne. There are five staff divisions:

- Office of the CEO
- Advocacy & Legal
- Arts & Culture
- Communications, Marketing & Events
- People & Community

Our student-led departments operate alongside the staff departments and are run by elected office bearers, supported by student committees. Staff divisions also work with Student Advisory Groups that are comprised of elected student representatives to facilitate further collaboration between UMSU staff and students.

The UMSU Constitution establishes that we will:

1. advance the welfare and interests of students;
2. represent students of the University within the University and to the community;
3. provide amenities and services, principally for students and other members of the University community, and incidentally to the public.
4. provide an independent framework for student social and political activity;
5. develop, maintain and support student clubs, societies and associational life generally;
6. promote and defend the rights of students to education on the basis of equality, without regard to race, colour, sex, sexuality, gender identity, age, physical disability, mental illness, economic circumstances, political religious or ideological conviction, or national or social origin;
7. oppose violence and/or hatred through militarism, nationalism, or discrimination on the basis of race, colour, sex, sexuality, gender identity, age, physical disability, mental illness, economic circumstances, religion, or national or social origin;
8. provide a democratic and transparent forum in which students' affairs and interests can be
9. governed in an effective and accountable manner; and
10. to promote free and accessible government-funded education.

Divisional Overview

The Office of the CEO is responsible for financial and business operations, human resource management, strategic direction, risk and compliance oversight, corporate services, contracts and partnerships, external relations, operational governance and supporting the functions of Students' Council and student representation. The Office of the CEO works closely with all student representatives, and particularly with the President, General Secretary, and Students' Council.

As an organisation providing student-facing services and events, an inherent requirement of this role is the ability to work in person and on site.

UMSU staff employment conditions are covered by the *University of Melbourne Student Union Agreement 2017-2021*.

Position Summary

The Human Resources (HR) Manager at UMSU is responsible for managing the day-to-day human resources processes for both UMSU staff and elected student representatives. They will work strategically and collaborate closely with UMSU departments to develop and review HR policies, ensuring they are relevant, up-to-date, safe, and aligned with organisational objectives.

Importantly, the incumbent will ensure the effective management of HR processes, including end to end oversight of recruitment, onboarding, induction and contracts, as well as offboarding. They will partner with hiring managers to lead other HR lifecycle processes, such as probation and employee development, performance management, complaints and disciplinary processes. They will assume responsibility for the management of contracts, and work closely with the Finance Team to support the documentation required for payroll, as well as assist with reviewing the status of employees at fortnight end.

The role will manage workplace relations matters impacting staff, student representatives and volunteers with expertise and a person-centred approach. This will include triaging and case management of reports, complaints, and disclosures, applying UMSU policies and procedures, ensuring compliance with relevant legislation, and providing advice.

Additionally, the HR Manager will provide operational advice, support, and coaching to UMSU staff, student representatives and management on people-related issues. They will foster an organisational culture that promotes staff achievement, attraction, retention, leadership, and culture enhancement.

The HR Manager will assist the Office of the CEO team to ensure compliance with key responsibilities in the UMSU Occupational Health and Safety (OHS) Policy, and ensure staff, student representatives and volunteers have been appropriately inducted, and valid Working with Children Checks, and any other certification required by UMSU, are received and tracked.

Key Accountabilities

Organisational Development & Culture

In collaboration with UMSU managers and the Office of the CEO team, the incumbent will:

- Promote a constructive organisational culture and positive employee morale and support a culture of trust and respect through proactively building relationships, particularly through in-person interactions, and clear and transparent processes and advice;
- Oversee the implementation of UMSU's Employee Development Policy and provide guidance to managers and supervisors about work plans and performance reviews;
- Prepare an annual training calendar to ensure compliance with legal and best practice requirements;
- Review and redesign position descriptions in collaboration with hiring managers and the Office of the CEO team.

Advice & Compliance

- Manage casework in relation to interpersonal issues related to UMSU staff and student representatives, including Committee members, with a person-centred approach, ensuring compliance with relevant legislation;
- Provide prompt and accurate advice on HR and employment issues to senior management;
- Manage the development and review of UMSU policies, objectives and strategies related to staff, employment, and the workplace, including coordinating meaningful consultation with internal and external stakeholders as required;
- Ensure consistent application of HR policies, procedures, and frameworks across the organization, and implement and monitor training programs to meet HR and OHS/risk management requirements within budgetary and policy guidelines;
- Track Working With Children Check compliance, ensuring all staff and required student representatives hold a valid Working With Children Check at all times;
- Liaise with the university to ensure compliance with OHS requirements and responsibilities and stay updated on legislative requirements and advise relevant stakeholders accordingly.

Workplace relations, and interpersonal matters involving employees & student representatives

- Participate in the development of conditions of employment and support the CEO in collective bargaining and communicating new Enterprise Agreements (EAs) to staff;
- Provide staff with expert advice about the interpretation of the EA;
- Provide staff supervisors with expert advice in relation to discipline or performance management processes they have initiated;
- Provide assistance and advice to complainants and respondents in relation to complaint processes at UMSU, including the administrative management of processes for student representatives as well as staff.

HR Administration

- Coordinate the Occupational Health and Safety Committee for the CEO, ensuring representation from various departments;
- Conduct regular workplace inspections and risk assessments to identify hazards and implement appropriate control measures with the support of the UoM OHS staff;
- Ensure the first aid kits on all UMSU floors are regularly serviced and well stocked;
- Provide OHS training and awareness programs for staff to promote a safe working environment;
- Monitor and keep the UMSU incident logs updated;
- Administer the development, implementation and review of HR principles, policies, practices, and systems aligned with organisational objectives.

Recruitment and Selection

- In partnership with Divisional Managers and supervisors, oversee and monitor selection and recruitment policies and procedures for all UMSU staff;
- Provide advice in relation to recruitment strategy;
- In conjunction with the relevant supervisor, coordinate selection panels, and reference-checking;
- Prepare contracts and letters of offer with requisite supporting documentation;
- In conjunction with the relevant supervisor, support new employee induction and probation.

Resource Management

- Develop, evaluate and update administrative systems necessary to support UMSU's Human Resources and employment functions;
- Input and update all HR-specific information into the company's payroll systems, including but not limited to, contracted salary information, classification hourly rates, commencement dates, termination dates, and other ad hoc information.

Level of Supervision

- Broad direction, working with a considerable degree of autonomy;
- Will have management responsibility for a major functional area and/or manage other employees including administrative, technical and/or professional employees.

Training level or qualifications

- The duties typically require a skill level which assumes and requires knowledge or training equivalent to:
 - postgraduate qualifications and extensive relevant experience; or
 - extensive management experience and proven management expertise; or
 - an equivalent combination of relevant experience and/or education/training.

Task level

- Demonstrated capacity to conceptualise, develop and review important professional, management or administrative policies at the corporate level;
- Significant high-level creative, planning and management functions;
- Responsibility for significant resources.

Organisational knowledge

- Conceptualise, develop and review major policies, objectives and strategies involving high level liaison with internal and external areas;
- Demonstrated capacity to conceptualise, develop and review major professional, management or administrative policies;
- Thorough familiarity with industrial and workplace related legislation.

Judgment, independence and problem solving

- Responsible for significant program development and implementation;
- Provide strategic support and advice (e.g. to Divisional and senior staff and Student Office Bearers) requiring integration of a range of internal and external policies and demands, and an ability to achieve broad objectives while operating within complex organisational structures.

Typical activities

- Assist managers with key processes in a large functional unit with a diverse or complex set of functions and significant resources;
- Manage a function or development and implementation of a policy requiring a high degree of knowledge and sensitivity and the integration of internal and external requirements;
- Manage a small and specialised unit where significant innovation, initiative and/or judgment is required;
- Provide senior administrative support to staff Divisions and student departments, taking into account the size, budget, external activities and management practices within the unit.

Health, Safety and Environmental Responsibilities of Staff

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. OHS responsibilities applicable to positions are published at: [OHS Roles and Responsibilities](#). Flexibility to work remotely must be negotiated with a line manager, who will consider any legislative requirements, safety, the organisation's objectives, ways of working, impacts on other staff and student representatives, and the inherent requirements of the role.

All staff are required to understand and comply with the organisation's policies and procedures, including, but not limited to: the Acceptable Conduct Policy, Child Safety Policy, Occupational Health and Safety Policy, Privacy Policy, Financial Regulations, Social Media Publishing Policy, Publishing Regulations, and University of Melbourne's Provision and Acceptable Use of IT Policy.

Key Selection Criteria

1. Relevant qualifications and experience, including:
 - a. Postgraduate qualifications and extensive human resources management experience; or
 - b. Higher education qualifications in human resources, industrial relations or law, extensive experience and proven HR management expertise; or
 - c. An equivalent combination of relevant experience and/or relevant higher education/training.
2. Experience in the case management of complaints and grievances, including a strong understanding ethical and legal responsibilities, ability to keep accurate records, and adopt a person-centred approach;

3. Strong knowledge of statutory and award obligations of employers, particularly in relation to employment law, workplace health and safety, industrial and workplace related legislation and the organisations' positive duty;
4. Experience working in a complex environment like the public higher education sector and/or a for-purpose organisation, a union or membership-based organisation;
5. Passion for working with young people in an educational environment, and commitment to principles of student unionism;
6. A valid employee Working with Children Check.

Desirable Attributes

- Strong experience with HR and rostering systems, such as Workday or Time Target;
- Great sense of humour.

UMSU is a child safe organisation, located on Wurundjeri country. We value diversity, embrace difference, and nurture a connected, safe, and respectful community. UMSU is a member of the Australian Network for Disability. We are committed to creating and maintaining a diverse, inclusive, and safe work environment.

First Nations' people, people of all ages, across all gender spectrums, people with disabilities and culturally and linguistically diverse people are strongly encouraged to apply.

We acknowledge the Traditional Owners of the lands on which we work, and that sovereignty has never been ceded. It always was, and always will be, Aboriginal land.