

Position Description

Role title	People and Capability Data Analyst and Systems Administrator	Last reviewed	1/05/2024
Division	People and Transformation	Team	People and Capability
Reports to	Manager, People and Capability Operations	Classification	ASO6
Direct reports	Nil		

Role Purpose

Optimise and manage HR systems and data processes to enhance workflow efficiency and data integrity, supporting strategic decision-making and ensuring compliance with reporting requirements through expert technical and analytical capabilities.

Key Accountabilities

- **Administer and Maintain Systems:** Manage HR systems including HRIS, payroll, benefits administration, and time and attendance to ensure seamless operation and data integrity.
- **Ensure Data Integrity:** Conduct regular audits, resolve discrepancies, and troubleshoot system issues to maintain accurate and reliable HR data.
- **Support Users and Resolve Issues:** Serve as the primary point of contact for system-related inquiries and challenges, providing timely and effective solutions to Renewal SA staff.
- **Design and Implement System Configurations:** Collaborate with HR team members to configure, implement, and maintain HR system workflows, ensuring they align with business rules and requirements.
- **Provide Customer Service Excellence:** Model service excellence by establishing and monitoring systems and standards to ensure high client satisfaction and effective stakeholder engagement.
- **Develop Training Programs:** Create and deliver comprehensive training programs for HR users to enhance their understanding and effective use of HR systems.
- **Liaise with System Providers:** Maintain strong relationships with system providers, such as OCPSE, Cornerstone, and SSSA Payroll, to manage queries, correspondence, and ensure optimal system performance.
- **Engage in Project Teams:** Collaborate with project teams to guide solutions that bridge technology and business outcomes, ensuring optimal usability and strategic alignment.
- **Collaborate with ICT:** Work closely with ICT to define and refine support processes, establishing clear lines between technical and business support for the systems used by People and Culture.
- **Generate Reports and Analyse Data:** Produce and analyse HR data reports to provide actionable insights and recommendations to HR and company leadership, supporting strategic decisionmaking.

Key Relationships

Internal	
Who	Why

Manager	Receive guidance and instruction, seek clarification and advice, and report on progress against work plans.
Work Team	Participate in meetings, share information, and provide input on issues. Support team members and work collaboratively to contribute to achieving team outcomes.
Internal Stakeholders	Respond to queries, exchange information, and work collaboratively to resolve issues.
External	
Who	Why
Other Government Agencies	Establish networks and collaborative relationships across SA Government to share ideas and learnings and develop common responses to emerging issues.
External Stakeholders	Engage with relevant stakeholders to facilitate communication, provide expert advice, gather, and exchange relevant information.
Vendors/Suppliers/Consultants	Manage contracts for quality, on-time service delivery, compliance, and performance targets.

Key Challenges

- **Balancing System Customisation and Standardisation:** The role must navigate the tension between tailoring HR systems to meet specific business needs while maintaining standardisation for consistency and ease of maintenance.
- **Managing Competing Priorities:** Regularly encounter challenges in balancing immediate system support and troubleshooting needs with long-term strategic projects and enhancements, ensuring neither aspect is neglected.
- **Ensuring Data Integrity Amidst Changes:** Maintain high standards of data accuracy and integrity while accommodating frequent updates and changes to HR processes, systems, and compliance requirements, which often have competing demands.

Qualifications and Technical Requirements

- Tertiary qualifications in an analytical discipline (Economics, Finance, Statistics, Research, Social Science or a related field) or demonstrated equivalent relevant professional experience.
- Strong technical skills in HR systems, coupled with expertise in data analysis for decision-making and reporting. Problem-solving abilities, clear communication, attention to detail, and a commitment to training and development are essential qualities.
- Experience in system design and development, collaboration, adaptability to changing requirements, and proactive risk management capabilities are crucial for success in this role.

Special Conditions

- Out of hours work may be required.
- Inter/intrastate travel may be required.
- The incumbent must meet the WHS responsibilities and accountabilities as set out in the Renewal SA WHS Policy commensurate with their role. This includes ensuring that any work undertaken by or on the behalf of Renewal SA, is undertaken in accordance with the WHS Act 2012, Regulations, Codes of Practice, and internal Specifications.

- The incumbent is responsible and accountable for keeping accurate and complete records of their business activities in accordance with the State Records Act 1997
- The role is deemed a 'Position of Trust' pursuant to the standards required in the Australian Government Protective Security Policy Framework
- A current satisfactory National Police Clearance is required and renewed as per Renewal SA's policy.

Key Capabilities

The [Renewal SA Capability Framework](#) integrates the Renewal SA Strategic Plan and the South Australian Public Sector Values to define the capabilities we need to operate effectively. Our Framework is led by four principles that are critical themes and considerations that ensure safety, personal leadership, best practice, and our communities are at the forefront as we apply our capabilities.

All the capabilities within the Renewal SA Capability Framework are relevant for all employees. The below outlined capabilities are specifically needed to successfully perform the role.

Capability Group	Capability	Level	Behaviours
Culture and Collaboration	Communicate effectively	Accomplished	<ul style="list-style-type: none"> • Simplify and communicate complex and technical information into understandable and approachable messages. • Apply logic and reasoning throughout messages to achieve the objective of the communication and set clear expectations. • Understand the customs of the audience and tailor the mode of the communication as well as style and tone to suit. • Use language that demonstrates detailed understanding of Renewal SA organisation and terminology
Strategy and Growth	Make an impact	Accomplished	<ul style="list-style-type: none"> • Comprehensively consider the issues facing multiple stakeholder groups when evaluating problems. • Review solutions and prioritise those that deliver the maximum weighted benefits, considering multiple interlinked problems. • Detailed understanding of the outcomes of solutions and courses of action, including the negative impacts or opportunities lost. • Create reporting and processes that define both the tangible and intangible impacts of Renewal SA's strategies and operations.
Innovation and Agility	Welcome curiosity	Accomplished	<ul style="list-style-type: none"> • Challenge others on their understanding of the purpose of their actions and the rationale of doing things a certain way.

			<ul style="list-style-type: none"> • Help promote a culture where all questions are encouraged and meet with enthusiastic response. • Leverage publications, data, thought leadership and other reputable information to create points of comparison and insights. • Create opportunities for others to question and provide feedback on Renewal SA's ways of working.
Solutions Focused	Solve problems	Accomplished	<ul style="list-style-type: none"> • Utilise quantitative and qualitative analysis to create a broad view of the issues and solutions. • Apply structured evaluation processes with weighting across a number of criteria to inform decisions. • Integrate Renewal SA's social, economic and organisational objectives and considerations in deciding an outcome. • Identify and manage issues collaboratively with others where the scope is outside of Renewal SA's control.
Technical Capability	Project Enablement	Foundational	<ul style="list-style-type: none"> • Provides project coordination support, contributing to project outcomes and enablement activities. • Plans and delivers in line with agreed project milestones and timeframes throughout the project lifecycle. • Performs base level research and analysis to inform and support the achievement of project outcomes. • Contributes to reviews of progress, outcomes and future improvements, collaborating with other project team members to ensure project success.

Delegate		Role occupant	
This position profile accurately outlines the expectations of the role.	<input type="checkbox"/>	I have read and understood the role and expectations of me.	<input type="checkbox"/>
Name		Name	
Title		Signature	
Signature			
Date	Click to enter a date.	Date	Click to enter a date.