

Position Description



Position Title	People Systems Officer
Position No	00089268
Delegation Level	006
Job Designation	Officer
Organisational Unit	HR Central People Services
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Team Member - PPR
Shiftworker	No
Classification (Range)	AS4 .1 - AS4 .4
Pay Scale Type	ASPT
Reports to Position	Principal Systems Optimisation Lead

QUEENSLAND RAIL VALUES:

- 1 Queensland Rail - We do better together
- Treat others with respect - We appreciate everyone's contributions and differences
- Empower our people - We have confidence in our people
- Act Safely - We work safe, to go home safe
- Make a positive difference - We learn from today, to improve tomorrow

Position Purpose

Provide high quality professional advice, coaching and support of Human Resource Management practices across the employee lifecycle, with a strong focus on HR Systems integrity, to ensure governance requirements and organisation objectives are met.

Position Responsibilities

1. Provide professional timely and accurate advice and support to leaders and employees on HR matters and systems procedures. Maintain a strong customer focus by identifying and escalating complex enquiries as appropriate and ensuring prompt responses to customer enquiries and effective resolution of matters.
2. Review and process all positions and identified employee lifecycle actions in relevant systems in line with governance principles, ensuring Key Performance Indicators are met and customer expectations are managed.
3. Manage and maintain accurate enquiry records, ensuring the timely and robust capture of data into relevant systems ensuring best practice outcomes and mandatory deadlines are met.
4. Assist with identifying, testing and implementing of solutions to enhance delivery of HR services.
5. Maintain knowledge of emerging trends and developments relating to HRM, industrial relations and workplace issues, providing consistent advice, solutions, and recommendations.
6. Collaborate with the broader People Wellbeing and Sustainability team to deliver consistent and high-quality HR services.
7. Participate in the team to ensure delivery of effective

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services, advice and support.

Additional Factors

The appointee will be required to :-

- Comply with Queensland Rail's Code of Conduct;
- Observe all legal and safety obligations of the organisation;

What is the key selection criteria

1. High level of customer service, interpersonal and communication skills.
2. Substantial level of skill in the provision of advice, support and awareness on PWS matters, such as enterprise agreements, specifications, and policies.
3. Substantial knowledge of HR systems and processes and their linkage and interdependency with other relevant systems.
4. Substantial knowledge of and ability to efficiently acquire relevant systems skills.
5. Substantial coaching, analytical, and problem-solving skills.
6. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Pre-employment Checks:

Not Applicable

Health, Safety and Environment Responsibilities

Comply with the overarching document called Health, Safety and Environment Responsibilities MD-11-6843 located in the Safety and Environment Management System.

Personal Protective Equipment needs:

Refer to relevant business instructions.

Safety Publications

Refer to relevant business instructions.

Please Note:

Queensland Rail has a random alcohol and other drug testing program.
Testing can occur anywhere, at any time, on any day.