northern beaches council

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Position Description

Product Lead – Core Systems HRIS

Division	Corporate Services
Business Unit	Information and Digital Technology
Grade	NBC Grade L (TRP)
Job Code	JC10124

Council Overview

The Northern Beaches is unique. Our area stretches from Palm Beach in the north to Manly in the south and boasts twenty-four ocean beaches, over 80kms of coastline, four coastal lagoons, clean waterways, and beautiful wildlife. We recognise the traditional owners of our area and their continuing connection to waters and land, and we thank them for their protection of our coastline and its ecosystems.

We are home to 270,000 residents and their vision for the Northern Beaches Council is a safe, diverse, inclusive, and connected community that lives in balance with our environment. We are committed to working with the community and other stakeholders in making this a reality.

As one of the largest employers on the Northern Beaches we are focused on building an engaged and productive workforce that partners with our community to protect, improve and create our future. The breadth of our service delivery is significant.

We are a modern, multi-award-winning council that strives for excellence in all we do including the provision of the highest levels of customer service.

Council Values

Our Council Vision is ‘Delivering the highest quality service, valued and trusted by our community’.

Our Values of **Trust, Respect, Integrity, Teamwork, Service and Leadership** provide the foundation for delivering the Vision and drives everything we do and the decisions we make.

Division
Corporate Services

The Corporate Services Division encompasses a range of key functions that support Council to deliver high quality services to our Northern Beaches bushland, rural and coastal community. The division comprises Finance, Governance & Risk, Information & Digital Technology, Human Resources, Strategy & Performance, Community Engagement & Communications, General Counsel, and Internal Audit & Complaints Resolution business units which all report to the Chief Operating Officer.

Business Unit
Information and Digital Technology

The Information and Digital Technology Unit within the Northern Beaches Council is responsible for the delivery of services that support the operational activities of the Council, enabling delivery of services to the community by various business units and allow direct access to information and services by the community.
The business unit currently delivers a broad raise of services through four teams: Applications and Systems Development and Support, Spatial Information, Infrastructure Operations and Service Delivery.

Primary Purpose of the Position

The Product Lead – Core Systems HRIS leads the ongoing optimisation and continuous improvement of Council's HR technology platforms, including SAP SuccessFactors, UKG Kronos and WHS applications. As the in-house product expert, you will connect business requirements with system capability and work closely with HR, IDT teams and technology partners to deliver practical and sustainable solutions.

Key Accountabilities

- Act as Council's HRIS product expert across SAP SuccessFactors, UKG Kronos and WHS applications, providing functional and technical guidance to the organisation.
- Lead system optimisation, enhancements and continuous improvement to ensure HRIS products deliver efficiency, compliance and value for staff and the community.
- Translate business requirements into effective functional and technical solutions, working with HR, Directors, Managers and service delivery teams to gather, prioritise and align needs.
- Analyse system issues, risks and dependencies and drive practical, sustainable solutions through to resolution.
- Partner with stakeholders, IDT technical teams and vendors to deliver system improvements that meet business and operational requirements.
- Support product governance and testing of system changes and releases to ensure quality outcomes.
- Ensure HRIS products comply with legislative, regulatory, records management and audit obligations.
- Facilitate workshops, demonstrations and forums to promote adoption and capability uplift across staff and take ownership of improvements through to delivery.

Key Challenges

- Balancing the differing views of HR, technical teams and vendors to agree practical and sustainable system solutions.
- Understanding HR business processes and matching them to the capability of SAP SuccessFactors, UKG Kronos and WHS applications.

- Analysing complex system issues, risks and dependencies and driving them through to resolution.
- Engaging the lines of business during change activities to drive adoption of system improvements.

Key Internal Relationships

Who	Why
Manager Core Systems & Operations	• Provide support and updates on key project items, issues and priorities. • Escalate issues and risks.
Core Systems Program Team (IDT and Operations)	• Support members of the team in a collaborative environment • Knowledge share • Continual communication
Stakeholders (Directors and Executive Managers)	• SME Knowledge • Reporting and updates
Internal customers (staff)	• Manage the flow of information, seek clarification, provide advice and responses. • Develop and maintain effective working relationships and open channels of communication to facilitate effective delivery of project tasks and outcomes. • Ensure business customers are well informed, engaged, and able to fulfill project commitments • Support and facilitate all necessary IDT change requirements to ensure staff are able to use Council's core system modules to there full capacity.

Key External Relationships

Who	Why
Service Providers	• Engage with service providers for defining business impacts

Key Role Dimensions

Decision Making

The role will make decisions and approvals based on the agreed Council delegations.

Reports to

This role will report directly to the Manager Core Systems & Operations

Direct Reports

Nil

Budget

Responsible for budget management for HRIS.

Essential Criteria

- Strong track record in delivering complex transformation programs with multiple stakeholders.
- Experience in product management, Core System delivery, or business leadership roles,

Key Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here.”

Below are the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	**Capability Name**	**Level**
 **Personal attributes**	**Manage Self**	**Adept**
	Display Resilience and Adaptability	Intermediate
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
 **Relationships**	Communicate and Engage	Intermediate
	Community and Customer Focus	**Intermediate**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 **Results**	Plan and Prioritise	Adept
	Think and Solve Problems	**Adept**
	Create and Innovate	Adept
	Deliver Results	Adept
 **Resources**	Finance	Adept
	Assets and Tools	Advanced
	Technology and Information	**Adept**
	Procurement and Contracts	Adept

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Adept	• Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Relationships Community and Customer Focus	Intermediate	• Identifies and responds quickly to customer needs • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities • Takes responsibility for resolving customer issues and needs

Local Government Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Results Think and Solve Problems	Adept	• Draws on numerous sources of information, including past experience, when facing new problems • Demonstrates an understanding of how individual issues relate to larger systems • Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports • Uses rigorous logic and a variety of problem solving methods to develop workable solutions • Anticipates, identifies and addresses risks and issues with practical solutions • Leads cross team/unit efforts to resolve common issues or barriers to effectiveness
Resources Technology and Information	Adept	• Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements