

Role Description

Product Lead HCM



Title	Product Lead HCM
Classification/ Grade/ Band	Band 3 Level 2
Group/ Unit/ Section	Information Management & Technology / Chief Technology Officer / Business Support Services
Reports to	Senior Product Manager

Vision

A vibrant and sustainable Central Coast.

Purpose

To provide valuable services that strengthens and supports the Central Coast Community.

Values

Decisions, actions and behaviors are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

To provide high level business systems support for Central Coast Council's (CCC) Human Capital Management (HCM) system which includes human resources, payroll and time and attendance, to enhance organisational efficiency through the recording and provision of accurate and reliable employee information.

The position of Product Lead HCM is required to provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Collaborate with business system owners and stakeholders, system super users, subject matter experts (SME's), managed services providers, application vendors, solution architects, Information Management & Technology team, contractors and other users to manage and develop the system and to ensure alignment between business requirements and system functionality;

- Create and manage a portfolio plan along with strategic planning and business cases which enables the development of corporate systems so they meet the future needs of CCC;
- Research, plan and contribute to implementation activities required for system upgrades and improvements, bug fixes and system patches;
- Develop & maintain appropriate documentation relating to user guidelines, training, configuration, UAT & maintenance;
- Lodge online service requests to the vendor for issue resolution or clarification on system or performance issues;
- Maintain the user access security structure to ensure it is aligned to the needs of the Business and its users, but also addresses organizational data security requirements;
- Identify business improvement opportunities using research, analysis, feedback from staff and reporting of specific performance indicators that are consistent with organisational needs and values;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor;
- Decisions affect the work and activities of others within the section or from a specific project team;
- The work of the Product Lead HCM influences the external environment by ensuring services are consistent with Council standards;



- The Product Lead HCM complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee's acts or omissions;
- Has little or no responsibility for budget development;
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area

Personal Attributes

- Give frank and honest feedback/advice and seek to listen and understand when ideas are challenged;
- Represent the organization honestly, ethically and professionally and encourage other to do so;
- Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance;
- Support initiatives that create an environment where diversity is valued.

Interpersonal Skills

- Write fluently in a range of styles and formats and tailor communication to the audience;
- Identify customer needs, understand customer perspectives and implement responsive solutions;
- Build cooperation and overcome barriers to information sharing and communication across teams/units;
- Lead and facilitate productive discussions with staff and stakeholders, encouraging others to talk, share and debate ideas.

Business Enablers and Technical Skills

- Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change;



- Use expertise and seek others assistance to achieve work outcomes;
- Ensure current work plans and activities support and are consistent with organisational change initiatives;
- Research and analyse information, identify interrelationships and make recommendations based on relevant evidence;
- Ensure that actions of self and others are focused on achieving organisational outcomes;
- Take account of financial implications and return on investment when planning financial transactions;
- Support compliance with records, information and knowledge management requirements of the organization;
- Be aware of procurement and contract management risks and actions to mitigate these;
- Evaluate progress and identify improvements for future projects.

Team Work

- Ensure team objectives achieve business outcomes that align with organisational policies;
- Plan and monitor resource allocation effectively to achieve team objectives.

QUALIFICATIONS

Essential

- Degree qualifications in Computer Science, Information Technology, Business Management, Engineering or a related field OR demonstrated solid contemporary experience in a similar field, combined with ongoing professional development;
- Current Class C NSW Driver's license.



EXPERIENCE

Essential

- Extensive knowledge and hands-on experience in the system administration and management of a HCM system, particularly in a large and complex corporate environment;
- Demonstrated experience providing systems and functional support for a Time & Attendance system in a large and complex corporate environment;
- Demonstrated experience providing systems and functional support for a Payroll system in a large and complex corporate environment;
- Demonstrated experience working with large and complex Cloud based IT systems;
- Demonstrated experience working with offsite vendor support to manage system and support issues;
- Demonstrated experience in researching and qualifying opportunities to enhance the functionality provided by the system to users;
- Demonstrated experience in project management of IT System implementations and upgrades.

Desirable

- Experience working within Government (Federal/ State/ Local).

Key Relationships

Internal	External
Section Managers/Team Leaders	Members of the public/residents/ratepayers
Other Council employees (not including direct reports)	Commercial/industrial/development representatives (E.g. Vendors/builders/clients)
	Community Organisations – service clubs etc
	Professional/ Industry associations including Unions

