

# Position Description



## P&C Connect Administrator

### People & Culture

#### Reporting to P&C Connect Manager

#### Position Purpose

The P&C Connect Administrator provides effective administrative support to enable the P&C Connect team to deliver a positive customer experience to WaterNSW. Putting safety first, this role is responsible for ensuring P&C transactions are actioned within SLAs, employee data is accurately and timely entered into the P&C systems, correspondence is prepared and issued according to established practices.

#### Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Manage the backend of ServiceNow including actioning tickets as per established SLAs, following up pending approvals and redirecting workflows as required.
4. Create and maintain position and worker profiles in various P&C systems.
5. Ensure all P&C transactions are actioned, and worker data is accurately and timely entered into the P&C systems.
6. Draft and distribute correspondence including new starter contracts and packs, term contract extensions and other template-based correspondence.
7. Manage the P&C Connect inbox including escalating queries as required.
8. Maintain electronic files in ARK (TRIM) following established naming conventions and document control policies.
9. Support the administration of the WNSW learning management system including training record management, creating group learning activities and reporting.
10. Relieve other members of the P&C Connect team during busy periods or when on leave.

11. Foster strong working relationships with P&C Connect team members and other P&C teams such as HR Business Partners, L&D, Reward & Recognition, Recruitment.

12. Support the broader P&C team as required.

13. Other ad-hoc administration duties as required.

## Key Challenges

- Providing high level of customer service and meet SLAs during a period of significant change.
- Keeping on top of system and process changes during system implementations
- Self-motivate whilst performing repetitive tasks

## Significant Internal Relationships

Stakeholder	Purpose of Relationship
People & Culture team	Work collaboratively and provide support to achieve common goals
Employees	Respond to general HR queries
Leaders	Respond to general HR queries

## Significant External Relationships

Stakeholder	Purpose of Relationship
N/A	N/A

## Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

## WaterNSW Leadership & Performance Competencies

People	Level	
Communicating with influence	A	<ul style="list-style-type: none"> <li>• Uses information, facts and figures to explain an idea or concept</li> <li>• Initiates conversations and asks appropriate questions where necessary</li> </ul>

		<ul style="list-style-type: none"> <li>• Presents information in a clear and structured manner, both verbally and in writing, to ensure a positive response from the audience</li> </ul>
Awareness and Personal Resilience	A	<ul style="list-style-type: none"> <li>• Recognises own emotions and their effects, and is always aware of own response to pressure and change</li> <li>• Uses effective strategies to stay calm and composed under pressure</li> <li>• Continuously demonstrates personal integrity, honesty and sincerity</li> <li>• Recognises when to ask for support when under stress</li> </ul>
Managing Change	A	<ul style="list-style-type: none"> <li>• Maintains a positive attitude during times of change</li> <li>• Works effectively even when faced with disruption and uncertainty</li> <li>• Supports others during times of change</li> </ul>

Customer	Level	
Collaboration & Engagement with Customers and Stakeholders	A	<ul style="list-style-type: none"> <li>• Builds effective and positive relationships with customers and stakeholders</li> <li>• Understands customer and stakeholder needs</li> <li>• Forms strong relationships with immediate networks to achieve results</li> </ul>
Customer and Service Responsiveness	A	<ul style="list-style-type: none"> <li>• Uses appropriate questioning techniques to understand the underlying issue for a customer</li> <li>• Takes responsibility for delivering on promises made</li> <li>• Takes responsibility to resolve or escalate customer issues</li> <li>• Understands own and team's impact on the customer and services provided</li> </ul>

Business	Level	
Planning and Delivery Results	A	<ul style="list-style-type: none"> <li>• Completes work in a timely manner to expected standards</li> <li>• Identifies issues or roadblocks, looks to solve first and if needed advises upwards</li> <li>• Plans and organises work by drawing on necessary tools and resources</li> <li>• Identifies more critical and less critical activities; adjusts priorities when appropriate</li> <li>• Displays drive and a clear focus on achieving SLAs</li> </ul>

## Mandatory Candidate Requirements

### Qualifications:

- Certificate IV or Business Diploma

### Knowledge:

- Intermediate skills in MS Office – Word, PowerPoint and Excel

### Experience:

- Extensive experience in business administration;
- Solid experience administering HR core functions;
- Excellent attention to quality and detail;
- Proven ability to manage customers with professionalism and integrity;
- Well-developed organisational and prioritising skills, coupled with the ability to meet competing deadlines;
- Sound judgement and decision-making skills;
- Well-developed written and verbal communication skills;
- Confidence in dealing with a range of stakeholders;
- Sound level of resilience and ability to work unsupervised.

## Favourable Candidate Requirements

- Interpretation and application of HR policies and procedures highly desirable.

### **Pre-Employment Checks Required**

- Identification
- Qualifications
- Pre-employment Medical – Office based
- Police Check
- Visa check (if non-citizen)