# Position details

## Administrative services- CSOF6

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| The following information is for applicants | |
| Advertised job title | People Insights & Technology Manager |
| Job reference | 100584 |
| Tenure and work schedule | Indefinite  We will explore options for part-time, job-share and flexible work arrangements based on needs of the role and individual circumstances. |
| Salary range | AU$131,113 to AU$153,639 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) and office arrangements | Clayton Melbourne, Pullenvale/Dutton Park Brisbane or Black Mountain Canberra.  Flexible work options available. |
| Relocation assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents |
| Position reports to the | Director People Partnering & Services |
| Client focus – internal | 70% |
| Client focus – external | 30% |
| Number of direct reports | 4 |
| Enquire about this job | Contact Yvette Carden, Director People Partnering & Services [Yvette.Carden@csiro.au](mailto:Yvette.Carden@csiro.au). |
| Support and workplace adjustments | We offer a range of reasonable supports and workplace adjustments. Please let us know via [careers.online@csiro.au](mailto:careers.online@csiro.au). |
| How to apply | Apply online at <https://jobs.csiro.au/>  Internal applicants please apply via **Jobs Central**  If you experience difficulties when applying, please email [careers.online@csiro.au](mailto:careers.online@csiro.au) |

**Acknowledgement of Country**

CSIRO acknowledges the Traditional Owners of the land, sea and waters, of the areas that we live and work on across Australia. We acknowledge their continuing connection to their culture and pay our respects to their Elders past and present. View our [vision towards reconciliation](https://www.csiro.au/en/about/Indigenous-engagement/Reconciliation-Action-Plan).

### About CSIRO

As Australia's national science agency, CSIRO is solving the greatest challenges through innovative science and technology. Many of our iconic innovations were once considered impossible until someone, just like you, joined us and took on the challenge.

As one of the world’s largest multidisciplinary mission-driven research organisations, we are focused on the issues that matter the most: for our quality of life, for the economy and for our environment. We believe diverse teams are more effective and deliver more innovative outcomes. When we all focus on the big things that really matter, and work in partnership with our communities and [Indigenous Australia](https://www.csiro.au/research/indigenous-science), Australian science and technology can solve seemingly impossible problems and create new value for all Australians. Visit [CSIRO.au](https://www.csiro.au/) for more information.

### Role overview

In CSIRO, the People function is transforming how people services are delivered across the organisation, including through the use of digital technologies and contemporary systems to improve business operations and service delivery.

The People Insights & Technology Manager is responsible for leading the strategy (Technology Roadmap), implementation, optimisation and governance of HR technology solutions and people analytics. This role ensures that People systems support the organisations talent strategy and operational goals, delivering actionable insights to enhance decision making and workforce planning across the People function. The manager acts as a liaison between People, Information Management and Technology (IMT) and external vendors, ensuring that technology and data initiatives align with strategic objectives and meet the reporting requirements of the People function and the enterprise.

The People Insights & Technology Manager will develop a broad and deep understanding of the technical capabilities of CSIRO’s SAP People platforms and integrated systems and apply these capabilities to the associated business operations and to solve People-related business problems and improvement opportunities.

### Duties and key result areas

**HR Technology Management**

* Lead the development and implementation of the People Technology road map to ensure integration and interoperability across HR systems and other enterprise platforms
* Serve as the People function’s key interface and Partner with IMT and other internal stakeholders during People system enhancement projects, ensuring business requirements are clear, impacts are assessed, and risks are managed.
* Serve as a People Technology subject matter expert to optimise system design, configuration, security and user experience of people processes. Challenge the status quo and look across teams for ways to automate and reduce manual work
* With relevant SME’s evaluate new Success Factors/SAP modules as well as other technology solutions to determine if these can enhance processes in line with organisational objectives. In conjunction with IMT, prepare clear and compelling business cases and executive papers to support People Technology initiatives requiring additional investment and/or senior sponsorship.
* Liaise with People Central SAP and Payroll lead on SAP technical and operational Payroll support to ensure a comprehensive technology roadmap
* Build strong relationships and partner with various teams and other stakeholders to help define business requirements, document current and future state processes, design, develop, test and implement technology as needed
* Understand People technology architecture and connect the dots when working on any new implementation/project. Educate extended teams on both upstream and downstream system changes impact
* Analysis of People business processes to identify procedural and digitalisation improvement opportunities, to streamline, automate and integrate processes for faster and more efficient routine business processes, to meet the People teams’ strategic goals and allow them to provide value-add support to the business.
* Work collaboratively with the broader People Community, the IMT SAP Services team and business stakeholders to conceive and deliver technology solutions that may encompass components from different enterprise applications including Robotic Process Automation, SAP, SuccessFactors and Spinifex.
* Maintain collaborative relationships with key HR technology vendors to support continuous improvement, system optimisation, and roadmap alignment.

**People analytics and reporting**

* Design and manage robust HR analytics strategy aligned with business goals and governance reporting requirements
* Provide data driven insights to support talent strategy, organisation design and operational efficiency
* In alignment with IMT prioritise development of sustainable self-service data, tools, reports and dashboards with a goal to minimise customised reporting
* Lead a team to develop and maintain dashboards, reports and metrics, in partnership with subject matter experts, covering areas such as workforce demographics, turnover, DEI, engagement and safety related metrics.
* Drive a culture of data literacy within the People function, equipping teams with the skills to interpret and apply data effectively through coaching and resources
* Provide project support to understand and define data and technology needs
* Championing ethical use and privacy of people data within the People function
* In partnership with SME’s, develop predictive analytics models for talent management and workforce planning, working with HR business partners to understand analytics needs with a client foccussed lens.

**Strategic Planning and Leadership**

* Collaborate with People and business leaders, fostering a collaborative, proactive approach to system, analytics and service design to identify opportunities to leverage technology and data
* Lead cross functional teams in delivering HR tech and analytics projects on time and within budget
* Stay current on HR technology trends and best practices to drive innovation
* Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

## **Selection criteria**

#### Essential

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. Extensive experience in people analytics and supporting SAP systems and/or a business support role in an SAP environment, with broad HR knowledge.
2. Knowledge and practical understanding of a range of HR business operations and industry trends, including Payroll, Recruitment, Performance, and the relevant industrial legislation, compliance, governance and frameworks.
3. Demonstrated experience and technical understanding of a broad range of SAP-HR systems and SAP-HR related technology systems (eg SuccessFactors), with a focus on system compliance, data management, process improvement, automation, release management, configuration maintenance and testing
4. Experience in project managing the design, configuration, and implementation of modules within the Success Factors/SAP suite
5. Demonstrated experience in the creation and embedding of an annual plan of system upgrades and maintenance including identification of opportunities for automation
6. Demonstrated experience leading a team responsible for analytics or technical service delivery
7. Proven ability to use systems thinking to bring together a range of disparate systems into an integrated technology plan to enable business process improvements
8. Effective communication skills including experience in producing clear and comprehensive documentation and creating and presenting technical information in a consumable format to drive decisions.

**Desirable**

1. Experience in R programming
2. Experience in Robotic Process Automation
3. Knowledge of statistical concepts, experience with machine learning and predictive analytics would be highly regarded.

**Not sure if you meet all the criteria?**

While it is CSIRO policy that the successful candidate must meet all the essential criteria, there are many ways to demonstrate this. Don’t let the list discourage you. If you are unsure about applying, please reach out to the contact on page 1 of this document so we can discuss the role further.

## **Required competencies**

* **Teamwork and collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.
* **Influence and communication:** Identifies critical stakeholders and influences them via an influential third party, for example through an established network, to gain support for sometimes contentious, proposals/ideas.
* **Resource management/leadership:** Provides leadership that fosters an environment that encourages new ideas and provides support for the development of emerging skills. Creates trust by displaying consistency, understanding, integrity and patience. Plans, seeks, allocates and monitors resources to achieve outcomes.
* **Judgement and problem solving:** Anticipates and manages problems in ambiguous situations. Develops and selects an appropriate course of action and provides for contingencies. Evaluates, interprets and integrates complex bodies of information and draws logical conclusions, synthesises proposals and defends options with reasoned arguments.
* **Independence:** Assesses the risk and opportunity of identified strategies, options and actions. Overcomes problems and setbacks in achieving goals. Invariably includes consideration of value-added future impact on bottom line when determining the optimal and efficient use of resources.
* **Adaptability:**Demonstrates flexibility in thinking and adapts to and manages the increasing rate of organisational change by adjusting strategies, goals and priorities.

**Setting you up for success**

We understand that not everyone works in the same way and sometimes people may require reasonable support and adjustments to perform at their best. Whether related to the recruitment process and or the role itself, this may include options such as providing different methods of communication, flexible hours or physical adjustments to work methods. If you feel comfortable, we encourage you to share any support and adjustments you may need to carry out the inherent requirements of the role. Please let us know via email at [careers.online@csiro.au](mailto:careers.online@csiro.au) we can help you to equitably participate in our recruitment process or the role itself.

**Life at CSIRO and flexible working arrangements**

We [work flexibly at CSIRO](https://www.csiro.au/en/careers/life-at-csiro/Flexible-work), offering a range of options for how, when and where you work.  We can discuss flexible work arrangements with you during the recruitment process. CSIRO also offers a range of leave entitlements, [benefits](https://www.csiro.au/en/careers/life-at-csiro/Benefits) and [career development](https://www.csiro.au/en/careers/life-at-csiro/Career-development) opportunities. To learn more, visit [Careers at CSIRO](https://www.csiro.au/en/careers).

We celebrate the uniqueness of our workforce and are committed to creating [diverse and inclusive teams](https://www.csiro.au/en/careers/life-at-csiro/Diversity-inclusion-belonging) where everyone feels they belong. CSIRO is an equal employment opportunity organisation dedicated to recruiting people based on merit, and reflecting the diversity of the community we serve. We recognise true diversity encompasses all ages, nationalities, abilities, cultures, genders, sexualities, faiths, levels of education, diversity of thought and many more aspects of identity. By empowering diverse teams, our community is reflected in the solutions we create.

**CSIRO values**

CSIRO is a values-based organisation committed to values-based leadership.

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| **Value** | **Descriptor** | **Behaviour** |
| **People first** | Our priority is the safety and wellbeing of our people. We believe in, and respect, the power of diverse perspectives. We seek out and learn from our differences. | * Respectful * Caring * Inclusive |
| **Further together** | We achieve more together than we ever could alone. We listen and collaborate, in teams, across disciplines, across boundaries. We embrace ambiguity and use discussion and persistence to generate unique solutions to complex problems. | * Accountable * Authentic * Courageous |
| **Making it real** | We do science with real impact. We thrive when taking on the big challenges facing the world. We take educated risks and defy convention. We celebrate successes and failures and leverage them to learn as we strive to be the force for positive change. | * Partnering * Cooperative * Humble |
| **Trusted** | We’re driven by purpose but remain objective. We fight misinformation with facts. We earn trust everywhere through everything we do. We trust each other and we hold each other accountable. Together our actions drive Australia’s trust in CSIRO. | * Curious * Adaptive * Entrepreneurial |

**Child safety**

CSIRO is committed to the safety and wellbeing of all children and young people involved in our activities and programs. View our [Child Safe Policy](https://www.csiro.au/en/about/policies/child-safe-policy).

**Special requirements**

Appointment to this role is subject to provision of a pre-employment background check and may be subject to other security/medical/character clearance requirements.

* The successful candidate will undertake a pre-employment background check. Please note that individuals with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.