

## Human Resources Analyst

### Wesley Mission

May 2025

Agreement

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Signed—Manager

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Signed—Employee

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Date

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Date



## 1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to be:

*“A Spirit-led disciple-making movement: doing all the good we can because every life matters”.*

Out of Christian love and compassion we are driven by our mission ‘to continue the work of Jesus Christ in Word and deed’, as we live out our values of Soft Hearts (Compassion): Open Hands (Humility): Sharp Minds (Justice) (and) Hard Feet (Resilience).

Wesley Mission’s strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation

Wesley Mission’s range of community services is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

## 2. Overview of Wesley Human Resources Operations

The Wesley Human Resources (HR) Operations team, part of the Wesley People and Culture team, oversees a wide range of both strategic and operational human resource activities in order to achieve organisational goals:

Key responsibilities include:

- Business partnering with key stakeholders
- Recruitment and selection
- Remuneration and benefits
- Employee development
- Management of Human Resources Information Systems (HRIS)
- Reporting and metrics of any people related data in the organisation
- Performance management including termination processes
- Grievance and dispute management
- Employment relations
- Change management
- Coaching and mentoring of supervisors and managers
- Review and development of policies and procedures
- Training and facilitation



- Delivery of relevant actions on the Wesley People & Communications Annual Business Plan

### 3. Purpose of the role

As part of the Wesley HR Operations team, the purpose of the role is to provide insights and drive organisational objectives and strategy through the provision of people related data. The HR Analyst will provide analysis, reports and people related data to management, the Board and Board sub committees.

The role contributes to fostering and developing an organisational culture of high levels of communication, support and employee engagement through the adoption of human resources best practice.

### 4. Role domains

#### Relationships

Reports to:	Manager, Human Resources Operations
Key relationships	HR Operations team and related teams, including Learning and Development; Work, Health and Safety; Payroll; Information Services, Finance departments, and in consultation with HR Representatives, the wider organisation
Stakeholders	Government departments and organisations such as ABS, ATO, AON, AccessPay and the Workplace Gender Equality Agency
<b>Organisation level:</b>	Level 7
<b>Leadership Level:</b>	Level 7, Frontline
<b>Industrial Instrument:</b>	Non-Award Salary

### 5. Major role responsibilities

#### 5.1 Our clients

- be a strong ambassador for the Wesley HR Operations team
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- communicate with all stakeholders effectively in order to deliver effective service and obtain vital information for HR operational purposes
- in collaboration with the HR Operations team, implement relevant key business outcomes as per the business plan/s to ensure enhanced efficiencies and service improvements.

##### 5.1.1 Performance measures

- achievement of relevant business plan outcomes
- demonstrated capacity to effectively network and engage with stakeholders, as measured by stakeholder feedback



- contribution to and attendance at Wesley Mission events
- appropriate rapport with all key stakeholders demonstrated by benefit to relevant parties.

## **5.2 Our people (our team)**

- assist with the development and delivery of relevant HR projects and initiatives
- conduct HR research and development and benchmarking tasks, on instruction and when required
- prepare HR reports, statistics and record keeping, in consultation with the HR team members to address business needs
- promote and ensure adherence to the Wesley Mission brand
- ensure all HR policies and procedures are understood and adhered to
- document planned contribution and progress using the Employee Contribution & Development template and meet with supervisor to discuss
- ensure position description is up-to-date and identify career training and development and career growth opportunities for yourself
- regularly report to your supervisor on team issues such as resourcing needs, performance, training/development, performance management, leave, and work, health and safety issues
- identify and recommend opportunities to increase team engagement and satisfaction
- attend all scheduled meetings.

### **5.2.1 Performance measures**

- HR projects, research, reports and associated tasks are actioned and delivered on time
- positive contribution towards the Employee Contribution and Development process supporting career development, position focus and job satisfaction
- effective communication and rapport with the supervisor and team members
- contribution to and attendance at all departmental meetings and events

## **5.3 Our operations**

- provide insightful reporting and analysis on Human Resource data, KPI metrics and trends by operational and service delivery groups.
- work with EM People & Culture, Manager HR Operations, L&D Manager, WHS Manager, and Payroll Manager to develop standard and ad-hoc reports from PeopleSoft and other database sources as required
- Work closely with HR BPs to drive HR data across the organisation to enhance business decisions at different management levels
- liaise with key stakeholders to develop and maintain dashboard reporting tools in line with requirements
- prepare bench-marking information and analysis around remuneration and benefits to ensure that Wesley Mission meets talent management objectives



- provide relevant recommendations to streamline HR and Payroll
- conduct research as required into tools to enhance user experience in for HR data and metrics
- ensure the data integrity of all information entered, in particular the Position Management structure
- Conduct ad hoc reporting as required

### **5.3.1 Performance measures**

- projects, research, reports and associated tasks are delivered to the expected standard on time
- delivery of high-quality HR reporting solutions to achieve business goals
- demonstrated rapport with colleagues, key stakeholders, managers and employees as indicated by positive feedback

## **6 Professional responsibilities**

- perform activities as requested by your manager to support the delivery of the Wesley Mission Strategic Plan
- be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- participate in Wesley Mission's Employee contribution and development process
- take responsibility for personal career development and training
- participate in Wesley Mission's Induction program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

## **7 Selection criteria**

To be successful in this role you must possess the following:



## 7.1 Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem-solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience.

## 7.2 Essential skills / knowledge

- bachelor's degree in commerce, human resources or similar
- experience in a HR generalist role and/or in a similar HR analytical role
- excellent time management skills including the ability to balance competing priorities and meet strict deadlines with excellent attention to detail
- advanced skills in Microsoft Excel
- familiarity with data visualisation tools such as Power BI
- working knowledge of HR and Payroll functionality
- demonstrated capability to work with minimal supervision
- relevant report writing skills using graphs and data

## 7.4 Desirable skills/knowledge

- experience in HR/Payroll functions
- knowledge of Position Management within a HR environment
- experience in a for-purpose organization
- experience within Oracle PeopleSoft
- experience with project management
- experience in process and procedure creation and reviews

## 8 Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.

