

Director, People Services and Careers

Classification: Senior Staff

Role purpose: **Leading the operational hub for People Services and Careers, overseeing first point-of-contact services, transactional processing, and recruitment while ensuring efficient service delivery, optimised People and Culture systems, and strategic alignment.**

Role responsibilities

This role reporting line is to the Deputy Vice Chancellor - People and Culture and is responsible for:

Strategy:

- Leading the development and execution of a sector-leading strategy to attract the highest calibre talent through an innovative recruitment strategy and service delivery model.
- Overseeing the implementation of a quality assurance framework to identify and address quality issues, collaborating across the People and Culture portfolio to implement effective remedies and drive improvement.
- Continuously reviewing and refining the operating model for People Services and Careers, focusing on executing a Tier 0 / self-service strategy and enhancing the first point of entry and service curation across the portfolio.

Leadership:

- Contributing to shaping the People Strategy by supporting stakeholder engagement, ensuring resources are aligned, strategic objectives are achievable, and the strategy is responsive to workforce needs.
- Proactively leading the establishment of a cohesive identity and culture for the function and its teams, leveraging the rich histories and strengths of the foundation universities during the implementation and transition phases.
- Fostering a high-performance, collaborative, culture aligned with Adelaide University's values, promoting continuous improvement, customer service, and professional development for employees.
- Actively implementing initiatives to develop the skills and experience of employees within the function, using training programs and on-the-job learning that incorporate industry best practices.
- Creating a safe and healthy workplace for staff; establishing and championing practices that will enhance employee wellbeing and increase employee engagement.

- Establishing clear performance standards and expectations, provide regular feedback to build employee skills and knowledge, and recognise their achievements and contributions.

Operations and Delivery:

- Working closely with the broader People and Culture leadership team, stakeholders across the University, and external partners to deliver high-quality People and Culture services to employees and ensure operational excellence in key areas such as recruitment, global mobility, payroll, people operations and people enquiries.
- Overseeing the management and utilisation of technology within the team, ensuring systems are effectively utilised, integrated and continuously improved to enhance service experience, compliance and efficiency.
- Leading and managing large-scale projects aimed at improving service effectiveness and compliance, leveraging team expertise to deliver advancements in people, processes, and technology.
- Developing and implementing a service management approach, regularly monitoring key metrics to drive continuous improvement across all systems and processes.

Stakeholder Engagement:

- Leading the People Enquiry service as the first point of contact for the People and Culture function, implementing initiatives to improve first-contact resolution, service quality, and customer satisfaction.
- Overseeing the Careers and Talent team, ensuring an integrated approach across recruitment, talent management, career pathways, and global mobility, monitoring metrics to assess the effectiveness of channels, processes, and systems.
- Regularly engaging with employees and stakeholders across the University to ensure services meet their needs and proactively address any service issues that arise.

Governance:

- Overseeing the governance, risk management and controls for the People Services and Careers function, ensuring compliance with university and legislative responsibilities and accountabilities.
- Keeping abreast of employment and payroll compliance obligations, providing recommendations to the Deputy Vice Chancellor – People and Culture to enhance controls, improve accuracy, and mitigate compliance risks.
- Overseeing the data architecture and governance within People and Culture, ensuring a robust data delivery model that meets the needs of the University and complies with regulatory obligations.
- Ensuring that all practices under the responsibility of the Director reflect the University's commitment to equity, diversity, and inclusion and address the needs of underrepresented groups.

These responsibilities may evolve to support your development, along with the dynamic needs of the role and Adelaide University.

Key deliverables

- **People Leadership** - Foster a high-performance, collaborative culture aligned with Adelaide University's values, promoting continuous improvement, customer service, and professional development for employees.
- **Operational Strategy and Delivery** - Lead the development of an operational plan and service model for the People Services and Careers function, ensuring alignment with the broader People and Culture strategy and industry best practices.
- **Service Framework & Delivery:** Implement a service management framework, monitoring service levels and effective channel utilisation to improve experience.
- **Operational Delivery and Assurance** – Ensure the effective, efficient, and compliant delivery of employee lifecycle services, including People Services, Payroll, and Casual Staff Management.

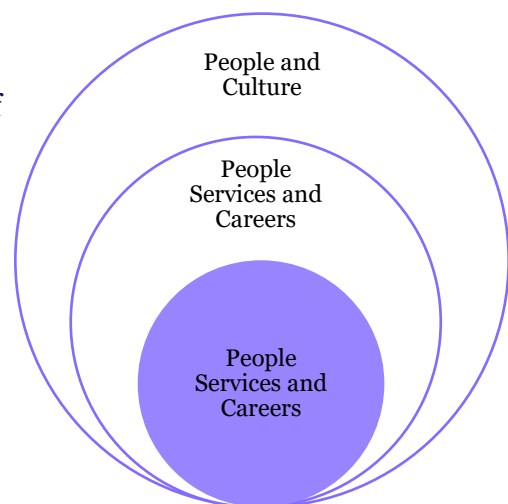
Scope of decision making

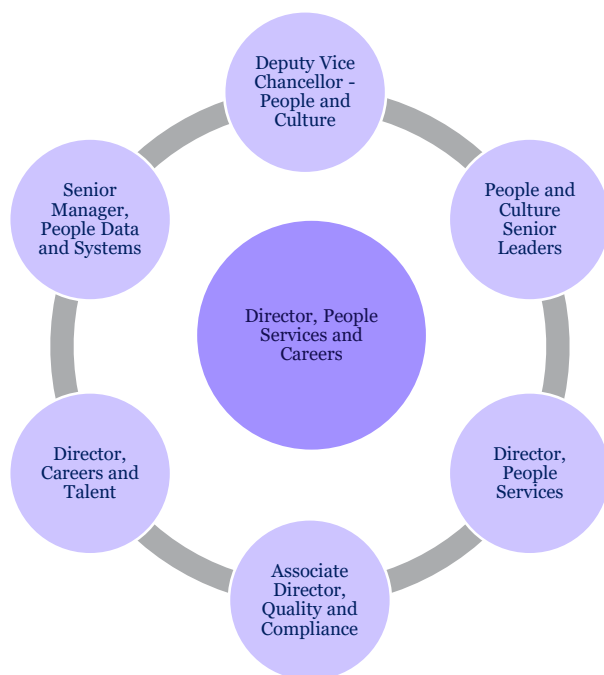
This role is responsible for high-level strategy and operational oversight across broad institutional segments, making decisions that shape overall policies, drive cross-functional integration, and ensure that resource allocation and performance standards support the university's strategic vision.

Role context

This role forms part of People Services and Careers team of 110 to 120 within the People Services and Careers Function and is aligned to the People and Culture Portfolio within the University.

This role will lead up to 4 direct reports.





Key relationships

- Role guidance, professional development and coaching is provided by your people leader, Deputy Vice Chancellor - People and Culture.
- This role will work most closely with Deputy Vice Chancellor - People and Culture; People and Culture Senior Leaders; Director, People Services; Associate Director, Quality and Compliance; Director, Careers and Talent; Senior Manager, People Data and Systems.

Qualifications

At Adelaide University we enable and celebrate lifelong learning. This role requires postgraduate qualifications in a relevant discipline, or an equivalent combination of executive leadership experience, training, and development.

Special requirements

- N/A

Experience

- Proven ability to lead high-performing service delivery teams in a dynamic environment, driving measurable improvements in efficiency and customer satisfaction.
- Demonstrated ability to integrate technology into service delivery, resulting in enhanced service effectiveness, optimised channel utilisation, and strengthened compliance measures.
- Strong understanding of payroll and employment compliance obligations, including leading initiatives to enhance controls, improve reporting accuracy, and mitigate compliance risks.
- Proven track record in building high-performing teams, driving strategic, cultural, and organisational change, and improving team performance and overall success.

- Skilled in building a safe and inclusive work environment, ensuring compliance with legislation and University policies and procedures.
- A commitment to live by and uphold Adelaide University's values.

Core Capabilities

Capability	Proficiency
Collaborative Impact	Expert
Digital and Data Fluency	Advanced
Experience Design	Expert
Future Focus	Expert
Stewardship	Expert

More information about the core capabilities can be found at the Adelaide University intranet.

Our core values

Our values create a shared purpose and understanding of who we are, what we stand for, and how we act. Our values guide us every day as we pursue our strategic ambition. Each value has been brought to life through a description that has been co-created with our people that will guide our behaviour and interactions with each other, our students, and our partners.



Trust

We are authentic in our interactions and act with integrity and reliability.



Inclusivity

We embrace the uniqueness of each member of our community.



Ambition

Together, we are bold and energetic in our pursuit of excellence



Respect

We listen and learn through respectful dialogue and debate



Discovery

We move beyond boundaries with curiosity and innovation.