

Director, People Services

Classification: Senior Staff

Role purpose: To provide strategic leadership and operational oversight of People Services, ensuring the delivery of efficient, compliant, and customer-focused people services that align with organisational priorities and drive continuous improvement

Role responsibilities

This role reporting line is to the Director, People Services and Careers and is responsible for:

Strategy:

- Providing strategic direction and leadership to the People Services function, ensuring alignment with organisational priorities and the broader People and Culture strategy.
- Continuously reviewing and refining the operating model for People Services, focusing on delivering a Tier 0/self-service strategy and enhancing the first point of entry and service curation and escalation across the portfolio.

Leadership:

- Leading the evolution of People Services to a modern, data-driven, and customer-focused model, championing best practices and innovative solutions.
- Actively implementing initiatives to develop the skills and experience of employees within the sub-function, using training programs and on-the-job learning that incorporates industry best practice.
- Creating a safe and healthy workplace for employees; establishing and championing practices that will enhance employee wellbeing and increase employee engagement.
- Establishing clear performance standards and expectations, providing regular feedback to build employee skills and knowledge, and recognising their achievements and contributions.
- 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.

Operations and Delivery:

- Leading the People Enquiry services 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 efficient, high-quality, and compliant delivery of employee lifecycle management, contract development, casual engagements, and payroll services.
- Providing strategic oversight of payroll services to ensure accurate, timely, and compliant payroll processing across the organisation, and effective resolution of complex payroll matters.
- Embedding a culture of continuous improvement within the People Services team by driving innovation, accountability, and operational excellence.
- Driving automation and digital enablement across people processes, ensuring effective system utilisation, integration, and continuous improvement to enhance service, compliance and efficiency.

Stakeholder Engagement and Governance:

- Regularly engaging with key stakeholders across the University to assess service effectiveness and ensure alignment with strategic priorities to position the team to deliver high impact outcomes.
- Monitoring employment and payroll compliance obligations, pro-actively addressing employment and payroll risks and recommending enhancements to controls, assurance activities, and mitigation strategies.

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

Key deliverables

- **People Leadership** - Role model our values and demonstrate the AU Leadership Behaviours ensuring team members discover, engage, and thrive in their roles.
- **Shared Services** - Lead the effective and efficient delivery of People and Culture services, including operational people services, payroll and casual staff management.
- **Governance, Legislation, and Compliance** - Develop, implement, and maintain effective operational and service processes and assurance activities to ensure consistency, standardisation, quality and legislative compliance.

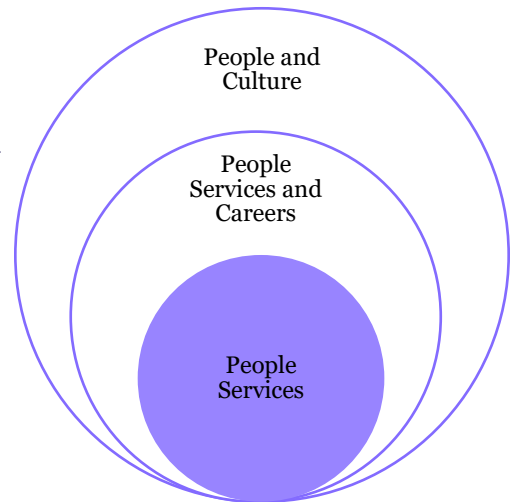
Scope of decision making

Decision-making for this position extends to formulating and executing strategic policies that impact several functions, including resource allocation, integrated risk management, and the alignment of operational practices with institutional objectives.

Role context

This role forms part of the People Services team of 55 - 65 within People Services and Careers Function and is aligned to the People and Culture Portfolio within the University.

This role will lead up to 3 direct reports.



Key relationships

Role guidance, professional development and coaching is provided by your people leader, Director, People Services and Careers.

This role will work closely with the Director, People Services and Careers; Associate Director, People Services; Senior Manager, Casual Management, Senior Manager, Payroll; People and Culture Leaders; College and Portfolio Leaders.

Qualifications

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

Special requirements

- N/A

Experience

- Strong understanding of payroll and employment compliance obligations, including leading initiatives to enhance controls, improve reporting accuracy, and mitigate compliance risks.
- Proven ability to lead high-performing service delivery teams in dynamic environments, 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.
- Demonstrated expertise in employment legislation, industrial relations, and diversity and inclusion principles, with the ability to apply this knowledge to drive compliance, equity, and organisational effectiveness.

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.