



THINK.
CHANGE.
DO



HUMAN RESOURCES UNIT

UTS:HRU SERVICE CHARTER

HRU SERVICE CHARTER

1. PURPOSE

This Service Charter embodies the commitment of the Human Resources Unit (HRU) to the continual development and improvement of its services to the University community.

2. OUR ROLE

HRU works in collaboration with management and staff to maximise our people and organisational performance to achieve the University's strategic objectives.

3. WORKING TOGETHER

HRU aims to work effectively with UTS staff and managers. To achieve this aim, we will:

- > understand your business needs and operating environment
- > keep you informed of developments and initiatives
- > understand the range of services we provide and the skills needed to enable delivery
- > ensure the service provided is consistent, timely, complete, accurate, fair and relevant
- > exercise discretion and ensure appropriate privacy and confidentiality
- > actively seek and facilitate solutions in all our interactions
- > ensure that decisions and delegations are made or exercised at appropriate levels
- > comply with University policy/instruments, collective agreements, legislation and government requirements
- > adhere to a quality cycle of measurement, evaluation and improvement, and encourage feedback.

To achieve our service aims, you can help us by:

- > providing complete, honest, accurate and timely information
- > informing us of previous information or advice you have received and where it was obtained
- > acknowledging, understanding and carrying out your accountabilities and responsibilities
- > contacting HRU at an early stage and keeping us informed
- > providing feedback.

4. OUR SERVICES

We provide a range of services to management and staff, including the development of policies and frameworks covering:

General Services

- > Staff (employee) services – including salary packaging, access to counselling services and advice on employment conditions and benefits
- > Interpretation of, and advice regarding, HR policies and instruments, legislation and UTS Enterprise Agreements
- > Induction and orientation of new staff
- > Job design, re-design, documentation and evaluation process
- > Recruitment and selection
- > HRIS (NEO) services
- > HR administration (issuing of employment contracts, variations of employment, maintaining official records etc.)
- > Academic promotions and progression

Specialist Services

- > Remuneration, benefits and staff retention (including market loadings, allowances and incentives, non-monetary benefits and SSG/SSS performance pay reviews)
- > People and organisational development and learning programs including organisational capability and management/staff development
- > Change management information, advice and facilitation
- > Communication, consultation and staff engagement
- > Workplace (industrial) relations
- > Workforce planning
- > Management information/systems and reporting
- > Performance management programs including unsatisfactory performance and misconduct management and disciplinary processes
- > Case management advice and co-ordination
- > Grievance handling/dispute resolution
- > Coordination of the University's health and safety management system
- > Integrating and implementing a health and safety risk management approach into University work, study and travel
- > Accident and incident management and investigation

- > Workers' compensation insurance claim management, injury management and return to work programs
- > Development of instruments under the UTS Policy Framework (eg policy, directives, principles and procedures)
- > Negotiation of enterprise agreements

5. CONTACTING HRU

We have established specific contacts in HRU for staff and managers to address day-to-day matters as well as more complex business matters and ongoing case management.

Advice and information for staff Staff Services – Ext 1060

Staff Services provide personal information and advice relating to your employment at UTS. Staff Services does not act for nor provide an advocacy service to UTS employees.

Advice and information for supervisors and managers

HR Partnership Teams - (Please see our web site for contact details of our Partnership teams.) The HR Partnership team provides a professional consultancy service to managers. Our partnership team has extensive generalist HR knowledge as well as access to specialist skills across HRU.

HR Specialist Teams

Our HR Specialist Teams have skills and expertise in a range of areas. In some instances the HR Partnership team will consult with and broker services with the Specialist teams.

Workplace Relations & Policy

Workplace Relations & Policy specialist services will be brokered by your HR Partnership team.

Organisation and People Development (OPD) - Ext 2927

For information regarding University Learning & Development Programs.

Safety & Wellbeing

Our Safety & Wellbeing team can be contacted via email at safetyandwellbeing@uts.edu.au. Please also see the website at www.safetyandwellbeing.uts.edu.au for further contact options.

Report health and safety emergencies, including serious accidents/incidents immediately to Security by dialling "6" from any internal telephone, or 1800-249-559 elsewhere.

6. RESPONDING TO YOUR ENQUIRIES

In some cases the involvement of HRU staff may be for an extended period of time or an ongoing basis. The level and nature of HRU engagement will be determined at the time of the enquiry; however this may change as the circumstances progress.

When handling enquires, HRU staff will identify and understand your needs to provide an appropriate response or solution. HRU will also consider the most effective and appropriate way to deliver our response, considering the nature of the enquiry and timeframe.

- > Oral enquiries – if information is readily available, you can expect an immediate response. If the information is not readily available, HRU will establish an agreed time frame to provide a response. If a staff member is not available at the time of your call, we will respond to voice mail messages by the close of business the following day.
- > Written enquiries – responses will be in plain English and provided by the close of business the following day. Where the enquiry is complex, the enquiry will be acknowledged in writing by the close of business the following day together with advice regarding an expected completion date.

7. COLLABORATING WITH OTHER UTS UNITS

In order to ensure the services provided are consistent, timely, fair and relevant HRU has ongoing relationships with other units. These relationships include Payroll in the Financial Services Unit (FSU) and the Equity and Diversity Unit (EDU).

Payroll is responsible for processing staff pay and deductions, superannuation and the processing and maintenance of leave and leave entitlements. For any queries relating to the processing of your pay or leave, please contact your Payroll Officer.

We work with EDU in areas such as:

- > case management involving discrimination and harassment;
- > recruitment and employment relating to Indigenous and Torres Strait Islanders, people with a disability and women;
- > career development for women.

8. OUR PERFORMANCE – REVIEWS AND FEEDBACK

HRU welcomes feedback and the opportunity to improve our services. Feedback can be made directly through your HRU contact or their manager, as well as through our HRU client survey.