



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

Position Description

PROFESSIONAL SERVICES

Position Title	People Advisor
Classification/Level under the Enterprise Agreement (if applicable)	Level 6/7
Management Level	Team Leader / Specialist
Faculty / Portfolio	Operations Portfolio
School / Division	People and Culture
Main Location(s)	UOW Main Campus (Wollongong)
Delegations (if applicable)	

Primary Purpose of the Position

The People Advisor serves as the first point of contact for Managers and staff on employee lifecycle matters, providing timely, accurate, and service-oriented advice. The role supports Managers and employees across the University by delivering operational expertise, generalist HR advice, and guidance on staffing, performance, and change management, ensuring compliance with University policies, industrial obligations, and People Partnering frameworks. The People Advisor operates within a matrix environment, with a formal reporting line into the Advisory team while also maintaining an informal portfolio alignment and a close, collaborative working relationship with the relevant People Partner(s). In supporting both managers and staff, the role applies balanced, fair, and consistent people practices, ensuring decisions and advice uphold the University's values and employee experience.

Position Environment

UOW is a leading Australian University with a history of outstanding achievement in teaching, learning and research output across a truly global footprint. UOW attracts students from over 130 countries and is committed to providing our diverse student body with an engaging world-class and internationally oriented learning experience. With international campuses in Dubai, Hong-Kong, India and Malaysia, and a range of metropolitan and regional campuses in Australia including Wollongong, the Southern Highlands, the South Coast, southern and south-western Sydney, and Sydney CBD, UOW is committed to delivering benefit for all of our communities.

The People & Culture (P&C) division, an integral part of the Vice President Operations portfolio, is dedicated to empowering our people and enhancing the employee experience across UOW. We deliver our services through close collaboration among P&C people partners, shared services, and specialist teams including Culture, Capability and Belonging, and Employment Relations.

Together, we strive to provide responsive, innovative, and people-centred support that enables our community to thrive.

Through strategic partnerships and outstanding service, we are committed to shaping a brighter future for education, research, and the communities we serve.

Major Accountabilities/Responsibilities

- Serve as the primary point of contact for Managers and staff on employee lifecycle matters, providing timely, accurate, and service-oriented advice.
- Deliver day-to-day generalist advice, support, and consultancy on staffing matters, including Enterprise Agreement interpretation, onboarding, performance management, and change management.
- Provide operational support across key lifecycle processes, including position descriptions, probation cycles, early-stage performance management, , and internal mobility (lateral transfers, reclassifications, extensions, and promotions).
- Conduct job evaluations using approved methodologies, escalating complex cases as appropriate.
- Apply University policies, industrial obligations, and People Partnering frameworks to ensure consistent, compliant, and solutions-focused advice.

- Support triaging of cases through ServiceNow, Unified (PeopleSoft), and telephony systems, escalating complex matters to the People Advisory Support Manager, or Senior People Partners as required.
 - Partner with People Advisory and People Partnering teams to ensure consistent approaches, integration with frameworks, and seamless service delivery across portfolios.
 - Provide operational insights and feedback to inform process improvement, automation opportunities, and efficiency initiatives.
 - Coach and guide Managers to understand their responsibilities, obligations, and best practice approaches across the employee lifecycle.
 - Support the implementation of University-wide initiatives and change activities within assigned portfolios.
 - Build and maintain effective relationships with Managers, staff, and People Partnering colleagues to ensure trust, credibility, and responsive service delivery.
1. Act in accordance with University policies as amended from time to time, the Values in Action Framework of Thrive Together, Pursue Excellence, Be Accountable and Lead with Integrity, and our commitment to Equity, Diversity and Inclusion.
 2. Provide line management and supervision, communicate and consult with staff on workplace matters.
 3. WHS responsibilities, accountabilities and authorities as outlined in the WHS Framework - <https://www.uow.edu.au/about/services/safe-at-work/whs-framework/>

Reporting Relationships and Other Key Contacts

Position reports to	People Advisory Support Manager
Positions supervised by this position	Not applicable
Other key contacts and stakeholders	Senior People Partners Managers & Staff across the University Shared Services and Operational Teams

Selection Criteria

- Bachelor's Degree or substantial general work experience together with comprehensive job related experience in own area of expertise to fully competent level.
- Demonstrated ability to provide timely, accurate, and solutions-focused advice to managers and staff across the employee lifecycle, ensuring a seamless and positive stakeholder experience.
- Proven experience delivering operational HR support across key employee lifecycle processes, identifying opportunities to streamline, standardise, and enhance service efficiency.
- Demonstrated ability to build strong relationships with managers, staff, and colleagues, and to coach or guide managers in understanding their responsibilities and obligations within the employee lifecycle.
- Sound knowledge of HR policies, Enterprise Agreements, industrial obligations, and People Partnering frameworks, ensuring consistent, compliant, and high-quality advice and support.

Special Job Requirements

- May be required to work outside of standard business hours or across campuses and research partner facilities.
- This position requires the position holder to hold and maintain a valid, current Australian Driver Licence.
- Ownership of a motor vehicle and ability to drive between residences and the Wollongong Campus.

Roles and Responsibilities in relation to Workplace Health and Safety and Equity, Diversity and Inclusion in the Workplace

The University of Wollongong is committed to providing a safe, inclusive, and equitable workplace for its workers, students and visitors. All members of the University community have a collective and individual responsibility to work safely, be engaged in activities to help prevent injuries and illness and create an equitable and inclusive environment.



In addition to the major accountabilities/responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

ALL STAFF

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction by the University.
- Cooperate with any reasonable policies and procedures of the University including reporting of hazards or incidents via the University reporting process.
- Certain staff have specific responsibilities for Work Health and Safety (WHS), further information is available in the [WHS Framework](#).
- Work in an inclusive environment, treating all colleagues, students and visitors with respect.

ADDITIONAL RESPONSIBILITIES FOR STAFF WITH SUPERVISORY RESPONSIBILITIES

- Uphold principles of equity, diversity and inclusion and foster a respectful workplace culture within your team.
- Ensure work area, equipment and practices are compliant with applicable legislation, standards, codes of practice and University guidelines.
- Ensure risk management activities are undertaken to minimise WHS risk including hazard and incident reporting, risk assessment and safe work procedures.
- Provide the necessary instruction, information, induction, training and supervision to enable work to be carried out safely.
- Ensure Work Health and Safety (WHS) activities and requirements are implemented for area as outlined in the [WHS Framework](#).

Inherent Requirements

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other relevant work organisation; and
- Do the job without undue risk to your own or others health, safety and wellbeing at work.

If you have any injuries, illness, disorder, impairment, condition, disability or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Position Description Status

This table contains information about the status and approval of this document

Date created	26 November 2025
Date reviewed by supervisor in consultation with the employee i.e. at least every three (3) years, or sooner if required	
Date reviewed by P&C (if applicable)	
Date reviewed by CP&CO (if applicable)	
Date of next review	8 September 2028

