

## POSITION DESCRIPTION

General Information:	
<b>Position Title:</b>	People Services Analyst
<b>Incumbent:</b>	
<b>Function &amp; Team/Program:</b>	People & Culture, People Services
<b>Location(s):</b>	Sydney, NSW
<b>Manager's Position Title:</b>	Workforce Coordination and People Systems Manager
<b>Manager's Name:</b>	
<b>Date Prepared:</b>	January 2026
<b>Prepared By:</b>	
<b>Approved By:</b>	

Primary Purpose of this Position ( <i>In one sentence - why does the role exist?</i> )
<p>To provide the People &amp; Culture team with valuable data insights through the collection and analysis of key metrics, while serving as a subject matter expert in workforce analytics that drives strategic decision-making.</p> <p>This role exists to enhance People Services' effectiveness by optimising business and system processes, ensuring high-level data integrity across all HR platforms through continuous process improvement models and tools.</p>

Scope:	
Direct Reports to this Position	Indirect Reports
By Position Title	Total Number
<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>May provide occasional supervision or task-based direction to volunteers, or labor-hire personnel as required</li> </ul>

Financial Dimensions controlled by this Position ( <i>Include key financial metrics such as revenue growth, income &amp; expense budget, etc</i> )	
Direct control	Indirect control
<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>

Other Dimensions of this Position
<p>e.g. Number of programs, site responsibility, geographic spread of team</p> <ul style="list-style-type: none"> <li>Supports People &amp; Culture initiatives and data reporting for all locations.</li> <li>Interacts with multiple internal functions (Digital, Finance, and Operations, etc) and external regulatory bodies (WGEA, PLSL Authorities, etc).</li> <li>Functional responsibility for data integrity across multiple platforms including HRIS (SuccessFactors), Payroll (ADP), and visualisation tools (PowerBI).</li> <li>Manages high-volume data sets for a diverse workforce</li> </ul>

Setting Priorities ( <i>how is work prioritised</i> )	
How often does employee prioritise their own work? E.g. Daily, weekly, monthly, annually, other	Daily, weekly, monthly, quarterly and yearly

How often does employee determine the priorities of others? E.g. Daily, weekly, monthly, annually, other	As required
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<b>Key Relationships (<i>Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with</i>)</b>	
<b>Internal</b>	<ul style="list-style-type: none"> <li>• People &amp; Culture team members</li> <li>• Digital &amp; Transformation team members</li> <li>• Managers across the organisation</li> <li>• Team members across the organisation</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Fit2Work</li> <li>• ADP</li> <li>• SAP (Success Factors)</li> <li>• AON</li> <li>• WGEA</li> </ul>

<b>Key Decision Making in this Role: (<i>What are the key decisions and recommendations made in this role?</i>)</b>
<p>Decisions Expected</p> <ul style="list-style-type: none"> <li>• Position works within established systems and protocols</li> <li>• Interpretation of organisational policies that have a minor business impact</li> </ul>
<p>Recommendations Expected</p> <ul style="list-style-type: none"> <li>• People &amp; Culture processes and protocol improvements</li> <li>• Data quality and auditing improvements</li> <li>• Reporting best practice, trends and improvements</li> <li>• Interpretation of organisational policies that have a major business impact</li> <li>• Recommendations that support the achievement of People &amp; Culture team plans and objectives</li> </ul>

**Every Team Member at The Smith Family:**

- Is expected to uphold The Smith Family Values and Culture;
- Understands and complies with the Child Protection Framework;
- Takes reasonable care for the health and safety of themselves and others;
- Understands and complies with the Workplace, Health and Safety Systems;
- Reports hazards and incidents and participates in risk management as required.

<b>Key Responsibilities / Accountabilities:</b>		
<b>Major Area:</b>	<b>Reporting</b>	<b>% of Job Total: 40%</b>
Collect and analyse People & Culture data from various sources, including HRIS, employee surveys, performance evaluations, and other relevant systems		
Use data analysis techniques to identify trends, patterns, correlations, and insights related to P&C metrics and key performance indicators (KPIs).		
Produce People & Culture data and metrics for internal and external use according to the reporting schedule, including WGEA, AON benchmarking and Portable long service leave state authorities.		
Produce ad hoc People & Culture data and metrics as required and within the agreed SLA		
Create and manage visualisation dashboards in PowerBI or other platform that deliver key insights from People & Culture data in a clear and simplified manner		
Provide data-driven insights and recommendations to support strategic decision-making and drive HR initiatives.		
Effectively translate complex data analytics into comprehensible visual reports and presentation		
Collaborate with internal and external People & Culture stakeholders to understand data requirements and develop customised reports and analytics to meet their needs.		
Support People & Culture data requirements for regulatory reporting, audits, and compliance purposes.		

<b>Major Area: Data quality</b>		<b>% of Job Total: 30%</b>
Clean, transform, and validate data across all People & Culture systems to ensure accuracy, consistency, and data integrity.		
Audit and monitor People & Culture data to identify data anomalies, outliers, and data quality issues, and take corrective actions as necessary.		
Maintain data privacy and confidentiality standards in handling sensitive data.		
Collaborate with IT or external vendors to optimise People & Culture data management systems and ensure data accuracy and accessibility.		
Provide audit reports to support People & Culture processes and ensure compliance		
<b>Major Area: Process analysis and improvement</b>		<b>% of Job Total: 20%</b>
Review, analyse and make recommendations for optimisation across all People & Culture processes		
Support the documentation of all People & Culture processes		
Identify opportunities for process improvement and automation to enhance efficiency and accuracy in People & Culture data analysis		
Support the People & Culture Teams on projects including People & Culture system improvements		
<b>Major Area: HR Administration support</b>		<b>% of Job Total: 10%</b>
Support the People Services team with administration tasks as and when required		
Provide assistance to the People & Culture Teams with different projects, as required		
<b>Key Challenges in Achieving Goal(s): (What are the key challenges faced by this role in meeting goals/objectives)</b>		
<ul style="list-style-type: none"> <li>Balancing workload and prioritising work</li> <li>Managing conflicting and tight deadlines</li> <li>Establishing effective relationships with team members, managers and service providers</li> <li>Understanding key trends P&amp;C analytics and reporting</li> <li>Maintaining quality data across all systems to enable accurate reporting and analysis</li> </ul>		
<b>Qualifications, Experience and Competencies: (What background, knowledge, experience or competencies are required to perform the role at the expected level?)</b>		
<b>Education / Qualifications / Memberships:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>Relevant tertiary qualification in HR related study and/or commensurate workplace experience in a similar role</li> </ul>	<ul style="list-style-type: none"> <li>A bachelor's degree in Human Resources, Business Administration, or a related field is preferred.</li> </ul>
<b>Experience:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>Experience with data visualization tools, such as Power BI, to create compelling dashboards and reports.</li> <li>Experience with data manipulation tools such as Excel</li> <li>Familiarity with HRIS systems and their data structures, including data extraction and manipulation.</li> <li>Strong understanding of statistical analysis techniques, including correlation analysis, regression, and predictive modelling.</li> </ul>	
<b>Competencies:</b>	<b>Essential</b>	<b>Desirable</b>

	<ul style="list-style-type: none"> <li>• Strong knowledge of HR processes, practices, and relevant legislation</li> <li>• Proficiency in HRIS and Microsoft Office applications.</li> <li>• Exceptional interpersonal and communication skills with a customer-focused approach.</li> <li>• Strong attention to detail, organisational, and time management skills.</li> <li>• Ability to handle confidential information with discretion and professionalism.</li> <li>• Excellent communication and storytelling skills to effectively communicate data insights to both technical and non-technical stakeholders.</li> <li>• Ability to work independently and collaboratively in a team environment.</li> <li>• Continuous learning mindset to stay updated with HR data analysis trends, tools, and best practices.</li> <li>• Proactive problem solver with a solutions-oriented mindset.</li> <li>• A commitment to The Smith Family's values and mission.</li> </ul>	
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