HR Coordinator, Employee Support

Position Detail			
Reports To	Employee Services Lead	**Group**	Chief Operating Officer & Shared Services
Classification	ASA4	**Location**	Brisbane, Canberra
Reports – Direct Total	N/A		

Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers, and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports, and provide aviation rescue firefighting services at 27 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value, and embedding new ways of working and technology investments to further innovate and optimise.

The purpose of the Employee Services team is to provide the full range of HR services including provision of people focussed advice, strategies and services which are tailored to the business context, drive business outcomes and develops high performing and accountable managers.

Primary Purpose of Position

As Employee Services Coordinator, you will provide quality support to employees across the employee lifecycle across Airservices Australia. Reporting to the Employee Services Lead, this position offers exposure to a range of HR responsibilities and tasks to support the employee lifecycle.

Accountabilities and Responsibilities

Position Specific

- Coordinate and deliver efficient administrative and HR support across the full employee lifecycle, including onboarding, offboarding, and ongoing employment changes.
- Prepare a range of HR documentation including Letter of Offers, employment contracts (full-time, part-time, fixed-term, and casuals), position changes and employee relations documentation.
- Coordinate transfers, relocations and secondments.

- Prepare flexibility agreements, letters of offer, secondment letters and employee transfer letters.
- Manage employee data and systems, maintaining accurate records, reporting, and documentation to support business operations and governance requirements.
- Provide day-to-day administrative and coordination support to Employee Services Advisors, Partners, Leads and People & Culture teams.
- Maintain accurate and up-to-date employee records and databases in line with privacy and compliance requirements.
- Contribute to the development, implementation and review of processes, procedures and documentation to ensure practical advice and practices being delivered.
- Establish effective working relationships with managers and People & Culture teams through the provision of timely and customer focused advice.
- Contribute to the development, implementation and review of processes, procedures and documentation to enhance and promote self-service platforms for employees and managers.

People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives.
- Foster a positive and professional work environment and culture with a strong solutions focus and providing practical options for the business in achieving their people outcomes
- Managing and improving own performance.
- Model Airservices values and demonstrate positive, constructive and professional behaviours at all times.

Safety

- Model appropriate safety behaviours and complies with Airservices Safety Management System policies and procedures
- Drive the safe provision of Operational and Support Services through safe people practices and processes.
- Ensure compliance with safety, risk, environmental and any other regulations and standards.

Key Performance Indicators

Efficient, Effective and Accountable

- Provision of successful delivery of Human Resource (HR) administration, advice and support to facilitate effective HR outcomes, solution focused, professional, positive and outcomes driven.
- Seeks to identify improvements and enhancements to the Employee Services team delivery including contributions to continuous improvement activities, improvement to systems and processes to improve outcomes and experiences for stakeholders and proactive contribution and management of document reviews
- Actively embraces constructive feedback and shows commitment to personal improvement
- Interpersonal behaviour is positive, engaging and above the line, fostering a professional and inclusive workplace

Commercial

- Compliance with all expense acquittal and reporting requirements

Safety

- Compliance with safety, risk, environmental and any other standards

Key Relationships

- Head of Shared Services, Employee Services Lead and team members within Employee Services.
- Airservices employees and line managers.
- People & Culture teams including Employee Relations, Talent & Capability, Employee Experience, Performance & Planning, Leadership & Operational Training, People Operations and other relevant areas as required.
- External HR suppliers & stakeholders as required

Skills, Competencies and Qualifications

Technical Capabilities and Experience

- Demonstrated experience in a similar role providing support and coordination across a full range of people matters in a geographically and professionally diverse organisation in producing high quality, timely and accurate HR outcomes and results.
- Demonstrated experienced in drafting and generating employment contracts.
- Sound understanding and interpretation of Awards/EA's and employment contract conditions.
- Demonstrated experience using HRIS and document management systems.
- Demonstrated commitment to quality and continuous improvement.
- Proven ability to manage a diverse workload and competing priorities and be able to flexible adapt to changing work demands and circumstances.
- Proven ability to be a lateral thinker and outcomes focussed by delivering practical solutions and options to managers in helping them achieve desired business outcome while still within parameters of policy and procedures.
- Strong written and oral communication skills with attention to detail as well as highly developed interpersonal skills.
- Advanced level of computer skills, including Office 365 suite of products (Word; Excel; Power Point).

Behavioural Competencies

- Working with people, including: demonstrates an interest in and understanding of others; adapts to the team and builds team spirit; recognises and rewards the contribution of others; listens, consults others and communicates proactively; supports and cares for others; and develops and openly communicates self-insight.
- Demonstrated supporting and positive, professional behaviours that support an organisation, its leaders and team members.
- Delivering results and meeting customer expectations, including: focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; and consistently achieves project goals.
- Adhering to principles and values, including: upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities; builds diverse teams; and encourages organisational and individual responsibility towards the community and environment.

Position-specific behavioural competencies:

- Following instructions and procedures including: Following directions, following procedures, time keeping and attending, demonstrating commitment, showing awareness of safety issues, complying with legal obligations
- Planning and organising including: setting objectives, planning, managing time, managing resources, monitoring progress
- Developing results and meeting customer expectations including: focusing on customer needs and satisfaction, setting high standards for quality; monitoring and maintaining quality; working systematically; maintaining quality processes; maintaining productivity levels; driving projects to results
- Analysing, including: Analyses numerical data, verbal data and all other sources of information; Breaks information into component parts, patterns and relationships; Probes for further information or greater understanding of a problem; Makes rational judgements from the available information and analysis; Produces workable solutions to a range of problems; Demonstrates an understanding of how one issue may be a part of a much larger system

Desirable:

- Qualification in Human Resource Management or related field.
- Exposure to SAP and Successfactors
- Exposure to record management systems such as Content Manager/TRIM

Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.