

## Position Description – Human Resources Officer

### About Arts Centre Melbourne

At Arts Centre Melbourne, we bring people together for remarkable experiences. Sitting beneath our iconic Spire, we're Australia's largest and busiest performing arts centre. In 2017– 18, we staged more than 4,000 performances and events and welcomed a record 3.76 million people through our doors. In fact, as a cultural and architectural landmark in our nation's cultural capital, we've showcased the best of Australian and international performing arts for nearly 40 years.

We're proudly the home of our flagship Resident Companies – The Australian Ballet, Melbourne Symphony Orchestra, Melbourne Theatre Company and Opera Australia – and a range of presenters who collectively bring our stages and spaces to life. Together with our own program of performances, events and activities we offer a diversity of audiences a distinctly multidimensional approach to participation, education and entertainment.

The Victorian Government's vision for Melbourne is to advance its position as an internationally recognised cultural and creative destination. The government's commitment to transforming the Melbourne Arts Precinct into a thriving, connected creative and civic space will be crucial to achieving this. As a publicly funded cultural agency sitting at both the gateway and heart of the precinct, Arts Centre Melbourne is committed to realising this vision, which will guide our focus over the coming years through Reimagining Arts Centre Melbourne.

### About the Business Unit

The Human Resources Business Unit works with the Executive Team at Arts Centre Melbourne to recruit, retain and develop the best team who are engaged to deliver high performance outcomes for the organisation.

### About the Position

**Primary Purpose** The Human Resources Officer is pivotal to providing excellent service and support to the Human Resources team and Arts Centre Melbourne. As first point of contact for the team, the role provides important administrative assistance and delivers efficient and informed Human Resources services spanning the employee lifecycle.

**Reports to** Human Resources Advisor

**Direct Reports** None

**Key Relationships**  
**Internal** – Human Resources team, hiring/line managers, new starters, Finance, Payroll and employees  
**External** – candidates, suppliers

**Position Type** Full time

**Salary Classification** Band 2.1

**Financial Delegation** N/A

### Key Criteria

**Qualifications**

- Completion of a relevant tertiary qualification or experience in a Human Resources/Administrative role

Experience and Attributes	<ul style="list-style-type: none"> <li>• Experience in delivering exceptional customer service resulting in successful and enjoyable customer experiences.</li> <li>• Interest in others and the ability to adapt style to the customer to actively build rapport and relationships with a variety of people at different levels.</li> <li>• Experience in administrative roles demonstrating accountability and ownership.</li> <li>• Interest in building a career in Human Resources</li> <li>• A growth mindset with demonstrated high performance in an environment with high levels of change</li> <li>• Pro-active approach to problem-solving</li> <li>• Well-developed communication, administration and prioritisation skills</li> <li>• Strong attention to detail and accuracy to assist with queries, correspondence and reporting</li> <li>• Demonstrates initiative and ability to work autonomously</li> <li>• Understands and maintains confidentiality</li> <li>• Proven experience with and understanding of current technology and operating systems and applications, and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes, within a reasonable timeframe.</li> <li>• Experience with Human Resources information systems (PageUp) and recruitment systems desirable.</li> </ul>
Other (ie legal or physical)	<ul style="list-style-type: none"> <li>• General office work with a strong emphasis on computer usage.</li> </ul>

<b>Accountabilities</b>
<p><b>Queries</b> Assist the HR and ACM teams with tasks including:</p> <ul style="list-style-type: none"> <li>• Be the first point of contact for general HR queries, administering and responding via a helpdesk environment</li> <li>• Respond to HR queries responsively and with a positive and constructive client-focus</li> <li>• Develop strong knowledge of ACM workplace policies, procedures, enterprise agreement and awards</li> <li>• Answer queries within timeframes and to the standard expected</li> </ul> <p><b>Recruitment and Administration</b> Assist the HR and broader ACM team with tasks including:</p> <ul style="list-style-type: none"> <li>• Work with hiring managers to monitor and manage the recruitment process from start to finish including posting position ads, user support, checking working rights, contract generation, onboarding</li> <li>• Provide general administration support to the HR team</li> <li>• Generate and reports such as probation, end of contract, and prepare related paperwork/records</li> <li>• Complete end of employment tasks</li> </ul> <p><b>Processes and Projects</b></p> <ul style="list-style-type: none"> <li>• Assist the HR team to review, improve, develop and document team processes</li> <li>• Support seamless service provision with other teams eg. Payroll</li> <li>• Provide administration, documentation and communications support for HR change and improvement projects</li> <li>• Access the HRIS, talent management and other record and information management systems to maintain workplace information and prepare reports on HR matters including budget tracking. Maintain and store employee and team documentation in line with expected standards.</li> </ul>