



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	P&C Coordinator
<b>DIVISION</b>	People and Culture
<b>DEPARTMENT</b>	People, Culture & Engagement
<b>REPORTS TO</b>	Team Leader P&C Operations

### ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

The Brotherhood of St Laurence values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

### DEPARTMENT PURPOSE

The People and Culture function is responsible for delivering strategic and operational people related strategies and services to the organisation to enable an inclusive, effective, efficient and agile organisation.

We are embarking on a transformational journey reviewing current people practices, processes and systems to create a service environment that supports the delivery of inclusive, agile, responsive and robust services that will enhance the employee experience.

## **POSITION PURPOSE**

The People and Culture (P&C) Coordinator will be responsible for providing administrative support to the P&C division by managing employee lifecycle processes like onboarding, maintaining personnel records, and ensuring compliance with HR policies.

This role will act as a first point of contact for employees and people leaders within the organisation regarding HR related queries, providing advice on policies and processes. As well as participating in projects relating to the upgrade or development of existing or potential P&C systems.

## **KEY RESPONSIBILITIES**

### **Administrative Support**

- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities.
- Support the Team Leader P&C Operations with projects relating to the upgrade or development of existing or potential P&C systems, as well as, HR audits, service recognition events, and staff engagement survey activities.
- Split and process invoices through BSL's finance system.
- Generate and maintain HR reports pertaining to WGEA, non-compliance, engagement survey results, and any other adhoc reporting requested by the Team Leader P&C Operations.
- Create and maintain staff files throughout the employment lifecycle.
- Triage and escalate complex HR queries or issues to the appropriate People and Culture team.
- Provide front line advice and support to employees and people leaders relating to employee relation queries by interpreting awards, Enterprise Agreements, policies and procedures, ensuring adherence to guidelines and relevant legislation.

### **Stakeholder Management**

- Work collaboratively with HR advisors, HR business partners, and other teams within P&C to achieve common goals.
- Act as the first point of contact for employees and people leaders within the organisation regarding HR related queries such as interpretation of awards, Enterprise agreements, and policies, ensuring staff align with guidelines and legislation.
- Build effective working relationships with internal clients such as the HR Business Partnering team, Payroll team, and other business stakeholders to deliver high-quality HR services with guidance from senior colleagues.

### **Continuous Improvement**

- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities.

- Develop and maintain standard operating procedures for all processes managed by the P&C service desk.
- Participates in system testing and sharing findings with project group or team.
- Supports P&C service desk team leader in maintaining knowledgebase of frequently asked questions.
- Work collaboratively with HR advisors, HR business partners, and other teams within P&C to achieve common goals.

#### **Other Duties**

- Maintain an in-depth understanding of HR technology, employment legislation, awards, agreements, and industry best practices through ongoing self-initiated education.
- Other duties as required.

#### **SCOPE OF RESPONSIBILITY**

Direct Reports                      N/A

#### **KEY SELECTION CRITERIA**

##### **Career Experience:**

- 2-3 years of experience in a similar role.
- Previous experience of working with an Applicant Tracking System like Page Up.
- Proven working knowledge of MS Office programs including Word, Excel and Outlook.
- Knowledge of the National Employment Standards and ability to comply with all legislative requirements.

##### **Personal Qualities:**

- Manage competing priorities with an ability to multitask in a fast-paced environment
- Strong attention to detail, and an ability to maintain a high degree of discretion, confidentiality, and professionalism.
- Strong problem solving and decision-making skills. Well-developed interpersonal and communication skills with the ability to liaise across all levels both internally, externally and with people from diverse backgrounds.
- Ability to work unsupervised and independently while also holding a commitment to working within and contributing to a team
- Flexibility and ability to adapt in a dynamic environment.
- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety. Modelling BSL's values and adhering to the Code of Conduct in everyday work practices.
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence.

##### **Qualifications/other:**

- Relevant tertiary qualification in Human Resources with demonstrated experience in a similar HR or broad administration role.

#### **MANDATORY EMPLOYMENT CRITERIA**

- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required - BSL will support successful candidates in this process.
- A Working with Children Check is required - BSL will support successful candidates in this process.
- Specific work requirements include work-based travel and attendance at a variety of different work locations.

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur and may be amended from time to time.