



## POSITION DESCRIPTION

Australian Broadcasting Corporation

Label	Description
Position Title:	WORKFORCE SERVICES COORDINATOR
Position no:	50065896
Team:	[People & Culture]
Department:	Workforce Services
Location:	Ultimo
Reports to:	WORKFORCE SERVICES MANAGER 50065684
Classification:	Administrative/Professional
Schedule:	[Schedule A]
Roster cycle	[Non-Rostered]
Band/level:	[Band 5]
HR Endorsement:	24/05/2024

### Purpose

Provide query resolution, advice, and guidance in relation to rostering and time & attendance system and processes.

### Key Accountabilities

- Under general direction, monitor, prioritise and resolve queries related to accessing and using the People Hub Workforce system.
- Troubleshoot and resolve moderately complex issues related to rostering software, processes, and data.
- Contribute to the continual improvement of rostering, time and attendance practices, processes and systems.
- Support the identification of training and communication needs in relation to rostering and time & attendance processes and systems; and support the delivery of tailored training and knowledge uplift.
- Provide rostering and time & attendance advice and contribute to identifying solutions for specific needs or issues related to rostering and time & attendance, seeking advice from the Workforce Services Advisers and Manager as appropriate.

- Monitor rostering, time and attendance processes, reports, and performance measurements to ensure compliance with the ABC Employment Agreement and regulatory obligations to drive standardisation.
- Contribute to the development and implementation of common approaches to employee and manager requirements and issues, including the contribution of knowledge articles and other documentation.
- Provide administrative support for the development and maintenance of rostering, time and attendance documentation including process design and self-service documentation such as guidelines, procedures and quick reference guides.
- Maintain a good understanding of the ABC's employer obligations under the Australian workplace relations system and a very good understanding in the ABC's policies, procedures and practices that support compliance with these obligations.
- Actively promote the ABC values and apply all relevant workplace policies and guidelines.
- Cooperate with any reasonable instruction, procedure or policy relating to safety and take reasonable care for your own safety and that of other people who may be affected by your conduct while at work. Additional WHS responsibilities apply to Managers and Supervisors, Team Directors, and other Officers.

## Key Capabilities/Qualifications/Experience

1. Relevant tertiary qualifications or accomplished skills, knowledge, and experience.
2. Demonstrated experience within operational rostering and time & attendance, with a track record of using and understanding technology in scheduling processes.
3. Demonstrated sound administrative skills, knowledge and experience working for public service or multi-divisional complex organisation.
4. Analytical mindset with the ability to investigate and diagnose generally complex issues.
5. Sound communication and interpersonal skills with the ability to communicate information and instructions clearly and foster proactive working relationships.
6. Demonstrated accomplished experience with, and understanding of, the application of Enterprise Agreement requirements in rostering and time & attendance processes and systems.
7. Experience with supporting others in learning and adopting new technologies and processes.
8. Demonstrated accomplished computer skills, with the ability to use a range of software applications including UKG Pro Workforce Management (People Hub Workforce).
9. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.
10. **ABC Policies:** Understanding of the relevance and scope of ABC policies and the ABC Principles and a commitment to adhere to these; particularly in relation to complying with health, safety and wellbeing requirements in the workplace and acting in accordance with the ABC Principles.
11. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.

