

## Position Description



Position title:	People and Culture Assistant (Indigenous Traineeship)
School/Directorate/VCO:	People and Culture
Campus:	Mt Helen Campus. Travel between campuses may be required.
Classification:	National Training Wages plus superannuation
Time fraction:	Full-time
Employment mode:	Fixed-term employment
Further information from:	Julie Sanders – Indigenous Workforce Partner Telephone: (03) 5327 9786 Email: j.sanders2@federation.edu.au
Recruitment number:	851447

### Position summary

The People and Culture Assistant (Indigenous Traineeship) will be required to assist and support the Client Services teams in providing a range of administrative functions supporting the employee experience. The position will assist and support a range of administrative functions to support recruitment and onboarding of staff at Federation University.

**In accordance with the University's Aboriginal and Torres Strait Islander peoples' Workforce Strategy, Policy and Procedure; and under Special Measures Section 12 of the Equal Opportunity Act 2010; the University has designated this position as a targeted Aboriginal and Torres Strait Islander Peoples' position.**

**Only Aboriginal and Torres Strait Islander People can apply.**

### Portfolio

People and Culture provides a range of strategic and operational services for the organisation and its staff including talent management, policy development, planning, learning and development, change management, organisational reviews, workplace relations, payroll and benefits and employee support services.

The People and Culture team is an integral part of the business strategy and decision-making process focusing their efforts on strategic and operational programs and services that support our people and organisational objectives.

We develop partnerships based on trust and integrity to foster excellence and engagement, as we work to strengthen the University's ability to recruit and retain high quality staff and develop a culture that encourages and supports academics and professional staff to reach their full potential.

Staff within the People and Culture Directorate will actively demonstrate:

- Customer centricity and a solution orientated approach;
- Prompt, efficient and quality service;
- Respect confidentiality and act with integrity in all matters;
- A positive approach to achieve the best possible outcomes;
- Close working relationships with our Schools and Directorates to identify needs and assist in servicing them;
- Respectful and courtesy at all times.

## Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our university and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the university's ambition as expressed in the 2021 - 2025 University Strategic Plan and share the University's values of:

**INCLUSION**, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

**INNOVATION**, we are agile and responsive to emerging opportunities.

**EXCELLENCE**, we act with integrity and take responsibility for achieving high standards.

**EMPOWERMENT**, we create a supportive environment to take informed risks in pursuit of success.

**COLLABORATION**, we establish genuine partnerships built on shared goals.

## Key responsibilities

1. Assist the Client Services teams with efficient and effective administrative support by working collaboratively with staff to deliver quality administrative services, including but not limited to employment letters, contract variations, electronic and hardcopy filing.
2. Provide reception services by receiving internal and external clients, answering queries, providing accurate information and relevant forms, receiving information and redirecting queries appropriately.
3. Assist the People and Culture team with general enquiries, ensuring prompt and accurate information is provided to Managers and Staff.
4. Assist Payroll Officers with accurate pay calculations, additional hours, casual and overtime claims, leave bookings and other changes as required.
5. Assist People and Culture Officers administering and monitoring compliance requirements within People and Culture, including, but not limited to right to work checks, inductions, probations and contract expires.
6. Assist with the provision of administrative support for projects taking minutes/notes and coordinating meetings and workshop bookings.
7. Participate in workshops on the design, planning and user testing of upgrades, enhancements and implementation of new systems.
8. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.

9. Undertaking the responsibilities of the position adhering to:

- the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
- Equal Opportunity and anti-discrimination legislation and requirements;
- the requirements for the inclusion of people with disabilities in work and study;
- Occupational Health and Safety (OH&S) legislation and requirements; and
- Public Records Office of Victoria (PROV) legislation.

### Level of supervision and responsibility

People and Culture Assistant (Indigenous Traineeship) will work under the direct supervision of the Associate Director Employee Experience and HCM Lead.

Working within existing processes and procedures the People and Culture Assistant (Indigenous Traineeship) will be able to bring their problem-solving skills, ability to prioritise tasks and initiative when escalating matters to their supervisor.

People and Culture Assistant (Indigenous Traineeship) is required to develop a sound understanding of People and Culture and general administrative activities and a general knowledge of People and Culture policies and procedures and how they interact with other related processes of the University.

People and Culture Assistant (Indigenous Traineeship) will deal with a wide range of enquiries and administrative tasks within a structured and supervised framework requiring timeliness, accuracy and attention to detail while maintaining confidentiality.

### Position and Organisational relationships

People and Culture Assistant (Indigenous Traineeship) will report directly to the Associate Director Employee Experience & HCM Lead and work collaboratively with the Manager, Payroll & Benefits and Team Leader, Client Services. The position will deliver quality customer service including regular liaison with all schools, sections and directorates of the University.

### Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

#### Training and qualifications

1. No formal qualification/s or work experience is required, customer service experience will be highly regarded.
2. Commitment to undertake structured job training and complete an accredited Certificate III or IV in Business (Office Administration) during the term of the Traineeship.
3. Hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

#### Experience, knowledge and attributes

4. Demonstrated interest in administrative and People and Culture duties together with an awareness of the importance of customer service skills.
5. Demonstrated interpersonal and communication skills and the capacity to work with others in a team environment to achieve outcomes.
6. Demonstrated knowledge of some IT software application packages, specifically MS Word, Excel and use of email.
7. Demonstrated time management and organisational skills, and the ability to complete tasks in a timely manner.
8. Demonstrated ability to use initiative, accept responsibility and maintain confidentiality.
9. A willingness to promote Federation University Australia positively.

10. Demonstrated working knowledge and application of the Child Safety Standards.

11. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

***The University reserves the right to invite applications and to make no appointment.***

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*