



POSITION DESCRIPTION

POSITION TITLE	People and Culture Coordinator
DIVISION	Shared Services
DEPARTMENT	People and Culture
REPORTS TO	P&C Service Desk Team Leader

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 Operations team is responsible for delivering strategic and operational people related services to the 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

Reporting to the P&C Service Desk Team Leader, P&C Coordinator is a diverse role that supports the P&C department and wider business. This role will respond to and triage first level queries (eg. policy, conditions, grievances), coordinate all areas of employee life cycle activities, initiate process improvements and participate in key HR projects.

KEY RESPONSIBILITIES

HR Operations	<ul style="list-style-type: none"> • Coordinates all areas of the employee life cycle from onboarding of new staff, preparing employment contracts and other letters, processing changes to employment conditions, managing offboarding activities such as setting up exit surveys • Supports P&C service desk team leader by participating in projects such as HR audit, staff engagement survey, service recognition events • Splitting and processing invoices and inputting them into the finance system • Generates and prepares various reports and data such as WGEA reporting, non-compliance reporting, engagement survey reporting and any other adhoc reports as requested by P&C Service Desk team leader or Manager HR Operations • Work collaboratively with HR advisors, HR business partners, and other teams within P&C to achieve common goals • Develops and maintains standard operating procedures for all processes managed by P&C service desk • Supports P&C service desk team leader in maintaining knowledgebase of frequently asked questions • Maintains P&C organisational chart and makes changes as needed. Works with internal communications team to make it available on Intranet • Provides SME level support to administrators and other members of the team • Maintains staff files
Advice	<ul style="list-style-type: none"> • Provide HR advice and support on first level employee relations queries from leaders and staff by Interpreting awards, Enterprise agreements and policies in line with applicable guidelines and legislation • Triaging complex issues eg. grievances....
Relationships	<ul style="list-style-type: none"> • Build effective working relationships with internal clients such as HRBP team, Payroll team and other business stakeholders to deliver high-quality HR services with guidance from senior colleagues
Continuous Improvement	<ul style="list-style-type: none"> • Identifies automation and continuous improvement initiatives • Participates in system testing and sharing findings with project group or team
Development	<ul style="list-style-type: none"> • Develop team and customer skills, knowledge and capability including coaching and mentoring colleagues across People and Culture

	<ul style="list-style-type: none"> • Maintain an in-depth understanding of technology, external regulation, awards, agreements and industry best practices through ongoing education
Other duties	Other duties as required

SCOPE OF RESPONSIBILITY

Direct Reports: None

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 it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.

TO BE SUCCESSFUL YOU MUST HAVE

Career Experience

- 2-3 years of experience in a similar role
- Previous experience of working with an Applicant Tracking System like PageUp
- 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

- Strong attention to detail, and an ability to maintain a high degree of discretion, confidentiality, and professionalism
- Strong problem solving and decision-making skills
- Manage competing priorities with an ability to multitask in a fast-paced environment
- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety. You will be required to abide by the Child & Adult Safeguarding Policy and the Code of Conduct as well as all related child safe policies and procedures
- 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
- Understanding of and empathy with the values and ideals of the Brotherhood

Qualifications/ Other

- Relevant tertiary qualification in Human Resources with demonstrated experience in a similar HR or broad administration role
- Ability to multitask and prioritise competing deadlines

MANDATORY EMPLOYMENT CRITERIA

- Specific work requirements include work-based travel and attendance at a variety of different work locations
- 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 for this role. BSL will support successful candidates in this process

BSL values diversity and inclusion with regards to its staff and the communities we serve. We encourage you to submit your application for this role regardless of whether you meet all the key selection criteria. We encourage individuals from all backgrounds to apply.