



POSITION DESCRIPTION

Australian Broadcasting Corporation

Label	Description
Position Title:	PEOPLE SERVICES ADMINISTRATOR
Position no:	50069633
Team:	[People & Culture]
Department:	People Services & Support
Location:	Collinswood
Reports to:	PEOPLE SERVICES & SUPPORT LEAD 50050400
Classification:	Administrative/Professional
Schedule:	[Schedule A]
Roster cycle	[Non-Rostered]
Band/level:	[Band 3]
HR Endorsement:	17/09/2024

Purpose

Assist with providing first level advice and support for People & Culture policies, procedures, processes and systems within established guidelines.

Key Accountabilities

- Prepare and send responses to inquiries received via the People & Culture Helpdesk within established guidelines, escalating to more senior team members as required for more complex queries.
- Under close direction, provide 'how-to' support and advice for employees on People & Culture policies, procedures, processes and systems.
- Provide exceptional phone support by addressing customer inquiries, troubleshooting issues, and delivering timely solutions with professionalism.
- Assist with People & Culture processes, including and not limited to maintaining the position description database and providing onboarding process support for new and rejoining employees.
- Assist in the monitoring of the People & Culture myRequests and other system dashboards to ensure the timely processing of requests, escalating or providing support as required.
- Advise managers on using the appropriate form of employment in line established guidelines.

- Prepare routine employment audits (employee file reviews).
- Assist with the preparation, issue and appropriate filing of all employment contracts in an effective and timely manner.
- Maintain a thorough understanding of current systems and programs, ensuring appropriate and timely processing of all employment documentation.
- 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 demonstrated equivalent skills, knowledge, and experience in a HR administrator role.
2. Strong communication skills with the ability to work collaboratively in a flexible team-based environment and respond effectively to clients while maintaining and building rapport.
3. Developing knowledge of contractual employment issues and the application of HR policies, procedures, practices and industrial agreements.
4. Demonstrated proficient administrative and organisational skills with the ability to meet objectives and deadlines.
5. Knowledge of and experience with computer systems including demonstrated familiarity with the use of Microsoft Office applications. Experience in SAP HR desirable.
6. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.
7. **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.
8. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.

