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| **Mission Australia** |
| About us: | Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.We’ve learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate partners and everyday Australians who provide generous support. Together, we stand with Australians in need until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.*“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration  |
| Goal: | End homelessness and ensure people and communities in need can thrive. |
| **Position Details:**  |
| Position Title: | **People Assist Officer** |
| Award/Agreement: | Non-Award |
| Business Unit: | People & Culture |
| Reports to: | HR Business Partner / People Assist Lead |
| Position Purpose: | To provide streamlined and efficient administrative support throughout all stages of the employment lifecycle. This position is responsible for the creation of employment documentation as required, provide administrative assistance and advisory support throughout the employment life cycle and assistance with compliance checks. The position records and monitors queries and letter through HR systems (Service Now, InSync, SmartUC) and provides reports and information to improve services.  |
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**Position Requirements (What are the key activities for the role?)**

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| **Key Result Area 1** | **Employment contract generation** |
| **Key tasks** | **Position holder is successful when** |
| * Prepare employment contracts for new staff and variation contracts for existing staff across all of Mission Australia.
* Ensure new starter pack documentation is kept up to date at all times.
* Submit all signed contracts through to the Payroll and IT teams for employee set up/update in a timely fashion.
 | * Employment contracts, Employment Variation contracts and New Hire Packs are completed accurately and on time.
* Work is produced to a high level of accuracy and quality with excellent attention to detail.
* All paperwork for new and existing employees are submitted through to IT and Payroll to ensure set up prior to commencement date and that staff are paid correctly and accurately.
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| **Key Result Area 3** | **Advisory Support** |
| **Key tasks** | **Position holder is successful when**  |
| * Manage incoming HR generalist related calls and queries and triage complex queries to the relevant stakeholders.
 | * Provide broad HR/IR advice to staff and People Leaders as the first contact point, and refers H&S and Injury Management queries to relevant specialists.
* Utilises both phone and Service Centre to manage queries, record and refer issues.
* Accesses expertise from HRBPs, IRBP’s to assist People Leaders and staff.
* Identifies risk and escalates as appropriate.
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| **Key Result Area 2** | **Administrative Support**  |
| **Key tasks** | **Position holder is successful when** |
| * Provide high level administrative support to ensure assistance in the effective delivery of the Strategy and Business Plan.
* Maintain and develop internal administrative processes as required.
* Compile HR reports as requested.
 | * All administrative tasks are completed accurately and on time.
* Recommendations are made for the development of administrative processes within the office as appropriate.
* HR reports are accurately prepared within the required timeframes.
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| **Key Result Area 3** | **Recognition Awards** |
| **Key tasks** | **Position holder is successful when** |
| * Manage the administration of employee recognition awards and ensure that they are actioned on a regular basis.
 | * Recognition are awards are actioned on a weekly and quarterly basis
* Milestone awards are processed in the month of the employee work anniversary
* Ensure the timely announcement of staff award winners on the MA intranet.
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| **Key Result Area 4** | **Stakeholder Management**  |
| **Key tasks** | **Position holder is successful when** |
| * Build positive working relationships across Mission Australia to ensure effective communication and collaboration
* Actively develop strong working relationships with the People & Culture team in order to gain greater insight into the support required by each area
 | * Positive relationships are developed and maintained with stakeholders, which result in the smooth operation of associated activities.
* Mission Australia values and behaviours are demonstrated in all interactions.
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| ***Note - Employees may also be required to perform other tasks/duties or work as reasonably requested to meet Position, Program, Funder or Mission Australia requirements.*****U Work Health and Safety** Everyone is responsible for safety and must maintain:* A safe working environment for themselves and others in the workplace.
* Ensure required workplace health and safety actions are completed as required.
* Participate in learning and development programs about workplace health and safety.
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

**Purpose and Values** |
| * Actively support Mission Australia’s purpose and values.
* Positively and constructively, represent our organisation to external contacts at all opportunities.
* Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
* Operate in line with Mission Australia policies and practices (e.g. Financial, HR, etc.).
* To help ensure the health, safety and welfare of self and others working in the business.
* Follow reasonable directions given by the company in relation to Work Health and Safety.
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.
* Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
* Contribute to an organisational culture that promotes Mission Australia’s [commitment to the safety and wellbeing of all children and young people](https://www.missionaustralia.com.au/what-we-do/children-youth-families-and-communities/keeping-children-and-young-people-safe).
* Actively support Mission Australia’s Reconciliation Action Plan.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * Previous experience working in an administrative role
* Intermediate Microsoft Word, Excel, PowerPoint & Outlook
* Well-developed writing, reading and oral communication skills
* Previous experience working in an HR team is desirable
* High levels of customer service
* Attention to detail
* Conflict resolution and problem solving capability
* Adaptability to changing needs of HR and organisation
* Confidentiality
* Pragmatic
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| **Key challenges of the role** |
| * Effectively triaging issues to appropriate specialists
* Maintaining timely high quality administrative and compliance advice
* Keeping up to date with changing policy and legislative requirements
* Working on a high volume of employment documentation, to the required SLA’s and standards of quality with competing priorities
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**Compliance checks required**

**Working with Children** [ ]

**National Police Check** [x]

**Vulnerable People Check** [ ]

**Driver’s Licence** [ ]

**Other (prescribe)** [ ]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval**

Leslie Filander November 2021

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| **Manager name**  |  | **Approval date** |  |