



POSITION DESCRIPTION

Australian Broadcasting Corporation

Label	Description
Position Title:	PEOPLE SERVICES COORDINATOR
Position no:	50036388
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 4]
HR Endorsement:	17/09/2024

Purpose

Provide first level advice and support for People & Culture policies, procedures, processes and systems.

Key Accountabilities

- Coordinate responses to inquiries received via the People & Culture Help Desk, referring or escalating to other members of the Division as required
- Under routine 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.
- Actively seek to grow organisational and HR knowledge to improve the quality and consistency of the services and support provided.
- Assist in maintaining People & Culture content on the intranet.
- Coordinate People & Culture processes including and not limited to maintaining the position description database, preparing reports and providing onboarding process support for new and rejoining employees.

- Monitor the People & Culture myRequests and other system dashboards to ensure the timely processing of requests, escalating or providing support as required.
- Assist in identifying training and communication needs across the organisation in relation to People & Culture processes and systems.
- Contribute to developing and implementing initiatives to increase understanding of HR operational and transactional processes and to drive People & Culture system adoption across the organisation.
- Coordinate employment audits (file reviews), preparation of employment contracts, preparation of Buyout assessments and general correspondence as required.
- 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 working in a HR role.
2. Demonstrated knowledge in the application of HR policies, procedures, practices, industrial agreements and conditions with the ability to impart information in a clear and concise manner. A practical understanding of contractual employment issues is desirable.
3. Demonstrated experience in administrative and organisational skills, including the ability to prepare written documentation clearly and accurately.
4. Excellent interpersonal and communication skills, and an ability to establish proactive and positive business relationships.
5. Demonstrated ability to work as part of a team and to exercise tact, discretion and sound judgment.
6. Knowledge of and experience with computer systems including demonstrated familiarity with the use of Microsoft Office applications. Experience in SAP HR desirable.
7. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.
8. **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.
9. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.

