People & Culture Coordinator

Role data

Position no.	E10806	Work Area Profile	People and Culture
Work Level Classification	Level 4	Directorate/Business Unit	People and Culture
Reports to (role)	Snr P&C Business Partner	Location	Melbourne
No. direct reports	0	No. of indirect reports	0
Version date	Sept 19	Tenure	Fixed Term

Work Area

AHPRA's overall mission is to protect the public by regulating health practitioners efficiently and effectively in the public interest to facilitate access to safer healthcare for all the community. Website: www.ahpra.gov.au

Role purpose

The **People & Culture Coordinator** is accountable for providing professional and customer focused service and support to our people and the business throughout the employee lifecycle from engagement to onboarding and off-boarding.   The role will also be responsible for the management and review of administrative systems and processes to ensure efficient and reliable service, integrity and accuracy of data and continuous improvement of our processes.

Key Accountabilities

- Provide professional, timely and proactive coordination and administrative human resources support to the People and Culture team across all aspects of the employee lifecycle
- Provide accurate and timely information to managers and staff in addressing queries and issues, resolving standard problems, escalating when appropriate, and effectively prioritise responses to stakeholders
- Coordinate the production and development of management information to produce reports, metrics and analysis to support managers and the business in workforce management activities
- Administer and support the implementation of changes or modifications to HR systems and processes, and ongoing maintenance to ensure the quality and integrity of employee data and continuous improvement of processes
- Provide administration and coordination support to organisational change projects and processes
- Monitor and respond to shared mailboxes ensuring prompt responses and resolution of queries
- Participate in the development, delivery and implementation of projects identified in the People & Culture delivery plan
- Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants. This means to:
  - Take reasonable care for own and others' health, safety and wellbeing

- Adhere to AHPRA's workplace health, safety and wellbeing policies and procedures

Capabilities for the role

The AHPRA Capability Framework applies to all AHPRA employees. Below is the complete list of capabilities and proficiency level required for this position.

Values	Capabilities	Proficiency level
Service	Commits to customer service	Intermediate
	Displays leadership	Foundation
	Generates and delivers the strategic vision	Elementary
	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Elementary
Collaboration	Builds constructive working relationships	Intermediate
	Communicates effectively	Intermediate
Achievement	Demonstrates accountability in delivering results	Foundation
	Uses information and technology systems	Intermediate
	Displays personal drive and integrity	Intermediate

Qualifications/Experience	Required
Qualifications	▪ Relevant tertiary qualification in human resource management or equivalent experience
Experience	▪ Relevant experience in a human resources role across the required areas of expertise ▪ Previous experience in working with human resource information systems and tools ▪ Ability to work autonomously as well as part of a team that are geographically dispersed ▪ High level of communication skills – both written and verbal ▪ Exemplary customer service focus ▪ Proficient across the Microsoft Office suite, with intermediate to advanced skills in Excel ▪ Experience of working in a regulatory or compliance-focused environment would be highly advantageous

Key relationships

Internal Relationships	External Relationships
- Chief Executive Officer (CEO) - Executive Directors (Regulatory Operations, Strategy & Policy, Business Services & People & Culture) - National Directors (Regulatory Operations, Strategy & Policy, Business Services) - Hiring Managers - Employees	**External** - Service Providers - Vendors - Government agencies