

POSITION DESCRIPTION



Position Title: People and Culture Officer
Work Level: Operational
Reports To: People & Culture Lead
Direct Reports: This position does not have any employees reporting into it

Position Overview

As part of the People & Culture (P&C) team, provide administrative and learning & development support to ensure professional client-oriented P&C services, including the provision of generalist advice in relation to ACON's EA, salary packaging, pay and conditions, policies, and processes to ACON staff and management.

About The People and Culture Team

The ACON People and Culture team is a small team of staff within the Corporate Services Division who provide specialist people and culture services to all ACON offices in Australia and for all ACON Divisions – in relation to all management, staff and volunteers who conduct work or engage in any activity on behalf of the organisation.

Main Activities

- ✓ Provide administrative support within the P&C unit including:
 - providing general information about P&C services, Salary Packaging, ACON's EA, P&C policies and processes;
 - directing staff with complex enquiries to the *Manager, People and Culture* as required;
 - conducting recruitment activities, including preparing Job Info Packs for advertising purposes, listing vacancies on appropriate job boards, processing applications, preparing contracts and new starter forms, and conducting pre-work checks (CRC, WWC, Vaccination) where required;
 - maintaining registers of mandatory requirements e.g.: WAFTO approvals, Vaccination records, Police Checks; WWC checks, First Aid qualifications, signed ACON policies, Employment Contracts and/or Volunteer Agreements for all ACON employees and volunteers;
 - preparing routine correspondence from templates, including employment contracts, volunteer agreements, salary increases, EVA's, ECV's, IFA's, FWA's and other employment and/or engagement paperwork;
 - coordinating ACON Inductions for new employees and volunteers;
 - liaising with external providers and partners to evaluate the applicability of courses, and reviewing and assessing the effectiveness of training techniques and materials with a focus on continual improvement;
 - maintaining accurate probation data, ensuring probation reviews are done in a timely fashion;
 - maintaining a high level of accuracy and confidentiality of all information pertaining to employees and volunteers, and across all P&C record keeping and data collection systems.
 - assisting the *People & Culture Lead* and *Manager, People & Culture* with other team, divisional and organisational related projects.
- ✓ Maintain appropriate and timely statistics, administrative records, and written reports.
- ✓ Maintain a professional standard of behaviour and contribute to building a positive team culture, information exchange and an effective team.
- ✓ Produce training material as required and schedule and coordinate training activities to achieve established goals and objectives in line with the ACON Strategic Plan and other Business Plans.
- ✓ Where required, contribute to the HRIS maintenance and development, including preparation of ad hoc reports, with a focus on ensuring the integrity of data.
- ✓ Champion People and Culture system and process upgrades or changes, and support staff and managers through the transition to ensure smooth implementation.
- ✓ Actively participate in and contribute to an ongoing process of supervision, team meetings, broader unit meetings, general staff meetings, quality improvement and professional development strategies.
- ✓ Perform other duties to assist with the work of the unit as requested by your supervisor (or designate).

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Selection Criteria

Essential:

1. Demonstrated experience in delivering high quality People and Culture services.
2. Demonstrated high-level attention to detail and organisational skills, including managing time, setting priorities and ensuring deadlines are met.
3. Highly focussed on superior customer service, with the ability to liaise effectively with a range of internal clients.
4. Ability to interpret and apply administrative policies and processes, with an exceptional eye for detail.
5. Ability to engage and liaise effectively with people at all levels, working independently and as part of a collegiate team.
6. Excellent interpersonal, customer service and communications skills, both written, verbal and non-verbal.
7. Demonstrated strong skills in MS Office applications, particularly Excel, Word and Outlook.
8. Understanding of and commitment to ACON's communities, particularly people living with HIV.
9. Evidence of Covid-19 Vaccination, in addition to any other vaccination required to perform the role.

Desirable:

1. Qualification, or studying towards a qualification, in Human Resources.
2. Experience in administering Human Resource Information Systems (HRIS).
3. Understanding/experience in learning and development systems and planning.