



POSITION DESCRIPTION

Position: People Services Coordinator (PLT.21)
Reports To: People Services Manager
Classification: Band D

CANCER COUNCIL VICTORIA

Every year, more than 35,500 Victorians will be diagnosed with cancer, and nearly 11,000 will die from cancer. The number of cases will increase as our population grows and ages. Survival will also improve as we get better at [early detection](#) and [treatment of cancer](#).

Since our establishment in 1936, [Cancer Council Victoria](#) has developed an international reputation for our innovative work in [cancer research](#), [prevention](#) and [support](#). As an independent, not-for-profit organisation, we play a leading role in reducing the impact of all cancers on all people. Our people work and volunteer at Cancer Council Victoria to contribute to an organisation that makes a real difference in people's lives and is valued by the community we serve. In return we are proud to foster a culture that supports individuals to reach their full potential, in an environment that reflects our values of **Excellence, Integrity and Compassion**

DIVISION / TEAM SUMMARY

The People, **Leadership and Teams (PLT)** division provides strategic and operational services to the organisation. PLT focusses on the talented and committed people (employees and volunteers) who are the driving force behind our success in preventing cancer, empowering patients and saving lives. PLT supports the following focus areas:

- Attraction, retention and succession
- Equity, diversity and inclusion
- Leadership and high performing teams
- Learning, innovation and capability development
- Recognition and reward
- Workplace wellbeing and a values-driven culture

Working with a range of stakeholders from across the organisation, the People Services Team supports a broad range of services across the employee lifecycle, supporting our people to deliver to our Strategic and Enabling Goals.

POSITION SUMMARY

The People Services Coordinator focusses on supporting effective service delivery. This role provides advice and responses to queries regarding HR policies and procedures and supports initiatives to enhance employee engagement and performance.

The coordinator contributes to the continuous improvement in the business performance of Human Resources, supporting achievement of the organisation's vision and purpose.

RESPONSIBILITIES

Shared People Services

- Triage enquiries from the centralised Help Desk and coordinate within the team for response/action
- Provide first level information in the application of Cancer Council's Collective Agreement and PLT related policies, procedures and systems
- Prepare and review employment contract related documentation and undertake associated actions in line with Service Level Agreement and payroll processing timeframes
- Support key shared People Services and Finance functions and identify opportunities for ongoing improvement

Data and Reporting

- Utilise and maintain the HRIS as the primary source of people related information, and ensure the integrity and accuracy of employee and volunteer records
- Develop and produce regular reporting across all aspects of the employee lifecycle and liaise with people leaders to support action of relevant activities
- Produce regular people metrics reports and support HR data analysis
- Collaborate with IT and Finance teams to investigate, review and resolve any issues relating to employee data

Recruitment and Selection

- Support recruiting managers to coordinate drafting and placement of recruitment advertisements
- Support the development, review and classification of position descriptions
- Support other recruitment activities as required including ongoing process improvement, policy compliance and reporting

Project Support

- Collaborate with colleagues and other internal stakeholders to support the delivery of priority projects
- Support change and business improvement processes, coordinate related project activities and support internal communication
- Contribute to process and system improvements to maximise efficiencies within People Services

Collaborative Relationships

- Contribute to a culture of collaboration and actively demonstrate the organisation's values within PLT
- Develop and maintain strong key stakeholder relationships across the organisation
- Build trust through confidentiality, compassion and honest and open communication
- Supervise and provide leadership to regular PLT volunteers

Such other duties as directed and consistent with an employee's level of skill, competence and training

KEY SELECTION CRITERIA

Essential Criteria

Qualifications, Experience, Knowledge and Skills

- Qualification in Human Resources, Business Administration or a similar discipline, and/or demonstrated experience working in a similar role
- Familiarity with HRIS and payroll related processes including experience working with recruitment systems and databases
- Strong customer service orientation with well-developed interpersonal skills and the ability to build rapport with a wide range of people
- Excellent attention to detail with the ability to maintain accurate records
- Solid written and verbal communication skills
- Strong analysis and problem-solving skills
- Solid organisational skills with the ability to prioritise and work to tight deadlines
- Ability to work independently and as part of a diverse and collaborative team

Special Requirements

- Non-smoker
- Right to work in Australia
- Satisfactory completion of National Police Check