



## Position Description

**Position Title:** HR Administration Officer

**Department:** Support Services

**Reports to Position:** Human Resources Manager (HRM)

**Direct Reports:** Nil

### Guide Dogs Queensland Values

All employees are required to conduct all activities in a manner consistent with our CARES values:

**C – Committed**

**A – Accountable**

**R - Respectful**

**E – Ethical**

**S – Successful**

### NDIS Risk Assessed Role

*Managers to complete risk assessment – please select:*

Key Personnel Role ☐ Yes ☒ No

Delivery of support/services to clients ☐ Yes ☒ No

More than incidental contact with clients ☐ Yes ☒ No

### Position Overview

The HR Administration Officer (HAO) works as part of the HR team to maintain employee records, as well as coordinate various HR documents and accurately maintain internal databases.

The HAO collaborates with other in the HR team to provides a quality level of internal and external customer service across the business supporting staff and leaders.

Whilst there is a focus on working on safety administration tasks, the position will need to be able to work broadly across all facets of HR assisting the team to achieve organisational goals.

### Essential Functions and Responsibilities

- Notify the HRM about any work health and safety matters received from across the business.
- Work on broad HR related projects including coordinating, tracking data, and researching information to respond to questions; updating databases and spreadsheets; creating monthly reports or analyses; and organizing volumes of materials. May also research background material and collate data for reports, meetings, events and correspondence.
- Coordinate all organizational first aid supply ordering in line with



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established procedures.

- The role is an active member of the GDQ Wellness Steering Committee taking on associated wellness tasks including administration and assisting with coordinating activities.
- Assist with induction programs.
- Carry out admin tasks for the EAP Ambassador group.
- Keep safety registers up to date including plant and equipment and hazardous substance registers. Assist with development of online administration solutions.
- Follow up regular safety and HR documentation to ensure compliance.
- Research health and safety topics to assist HRM to prepare information as required.
- Assist others in the development of safe work procedures where required by writing up documentation for approval.
- May assist HRM with broader safety administration tasks such as WorkCover, Emergency Management, and related matters.
- Assist with audit programs.
- Assist HR team with projects.

## **Other Duties and Responsibilities**

- Other related duties as required.
- Participate in professional development opportunities.
- Complies with GDQ Quality Management System and its certifications.
- Act as a Warden or First Aid Officer where required.
- Foster pleasant, respectful and productive working relationships with staff.
- All employees are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

## **Supervisory Responsibilities**

Nil

## **Knowledge and Skills**

### **Essential**

- As part of our recruitment and selection process, applicants will be



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required to undergo pre-employment criminal history checks as required by varied legislation. This may include worker screening required by the NDIS which aims to guarantee that key personnel and other workers do not pose an unacceptable risk to the safety and wellbeing of NDIS participants.

- Work experience in a similar role.
- Forward-thinking, proactive, reliable, and act with integrity.
- Demonstrated intermediate skills in computer-based technology.
- Accurate data entry skills.
- An ability to learn quickly.
- Ability to work independently but be part of a greater team.
- Strong attention to detail.
- Be flexible and embrace multi-skilling.
- Ability to communicate and correspond in a polite manner to our stakeholders.
- A flair for working with others to successfully bring them along the HR/safety journey in the aim of achieving positive work outcomes and solutions, including the ability to meet deadlines.
- Generalised understanding of how to research legislation and understand basic concepts.

## **Desirable**

- Ability to apply proactive administration support.
- Broad exposure to HR and safety matters.

## **Working Conditions and Environment**

The position works mainly in a clerical capacity and spends time working on a computer, telephone and using general office equipment.

The position liaises with other teams across the business and may on occasion visit other GDQ offices as required.