



POSITION DESCRIPTION

People and Culture Officer

Department:	People and Culture Directorate, Canberra, ACT
Reports to:	Manager People and Culture
Direct reports:	Not Applicable
Classification:	Level 5

Organisation

The St Vincent de Paul Society Canberra/Goulburn (Society) has been serving the local community since 1924. We are a charity based, not for profit organisation offering a 'hand up' to people in need, regardless of their creed, ethnic or social background, health, gender, or political opinion. We achieve this by respecting peoples' dignity, sharing our hope and by encouraging people to take control of their own destiny. We work to shape a more just and compassionate society.

Our commitment and delivery of our services to the community is through our people—members, volunteers and employees. They work together daily and provide a hand up to people across the ACT and its surrounding areas, through to Lake Cargelligo in the west, across the Snowy Mountains to Tumut, down to Eden, up to Batemans Bay and inland to Crookwell.

Values

Our own actions and behaviors in performing our duties are guided by the Society's Code of Conduct and organisational values of *Courage, Respect, Compassion, Advocacy, Integrity, Empathy and Commitment*.

Position Primary Purpose

The People and Culture Officer will work as part of the People and Culture team, reporting directly to the Manager People and Culture. The People and Culture Officer will actively contribute to the delivery of a contemporary human resource service for the organisation and will be responsible for supporting the People and Culture team to deliver practical "hands on" human resources services to meet business objectives.

Key Accountabilities

Under general direction, the People and Culture Officer will;

- Provide high level internal customer service to Employees, Members and Volunteers across a range of Human Resources matters which may include advice and interpretation of policy, procedures, Enterprise Agreement, Awards and Legislation,
- Internal recruitment processes, including;
 - position description development
 - job advertising, and facilitating the interview process
 - Administering eRecruit systems
 - coordinating reference checks and offer stage

- proactive recruitment activities and campaigns
- Completion of the end-to-end employee onboarding including;
 - prepare contracts, offer letters and other documentation
 - liaising with the payroll team
 - accurate administration of new employee paperwork and compliance checks
 - work with hiring managers on induction and onboarding schedule
- Provide general HR administration support to the People and Culture team including;
 - management of the P&C inbox
 - facilitate and contribute to HR specific projects and process improvement initiatives
 - assisting with HR compliance such as police checks, WWVP, WWC, and employee data maintenance
 - HR systems administration
- Assist the People and Culture Team and key stakeholders in providing basic and complex HR reporting.
- Contribute to continuously improving the efficiency and effectiveness of processes, procedures and policies to meet current and emerging needs.
- Contributing to the implementation of quality control procedures and accreditation requirements, ensure the accurate maintenance of records that includes overall data management, employee records, supporting audit trails and record keeping guidelines as set out by the organisation.
- Other duties as requested, consistent with the classification level of the position and in line with the principles of multi-skilling and collaboration

Performance Indicators

The People and Culture Officer's contribution to the Society will be measured by:

- Demonstrated overall commitment and contribution to the vision and strategic goals of the Society as outlined in its strategic plan, specifically the contribution to the delivery of a high quality "People and Culture" function to the organisation including:
 - Delivery of a high quality of service in relation to People & Culture activities within your span of control and your active contribution to providing best practice People & Culture operations and support for the organisation.
 - Providing a high standard of advice, sometimes confidential in nature to the Executive team and Managers on human resources practices and processes ensuring the delivery of a fair and transparent approach in relation to workplace matters, including actively seeking further advice or support when required.
 - Delivering timely and accurate recruitment facilitation with a proactive approach to process management.
 - Delivery and coordination of day to day HR administration activities, reporting, and HR systems records management.
- Commitment to and modelling of the organisation values of the Society, guided by and in accordance with the Code of Conduct and compliance with policies and procedures, legislative and industrial requirements.
- Contribution to inspiring, motivating and building the commitment and dedication of high performing and collaborative teams including a focus on actively working to build and develop positive working relationships with employees, suppliers, members, volunteers and companions.

"I love that the work that I do. It makes a difference in the lives of so many other people" – Employee

- Focus and activities to ensure the workplace culture is built on the wellbeing of people, trust, transparent communication with clear performance expectations, support, honest feedback, sharing of information and quality advice and support.
- Assist with the delivery against agreed operational plans, and the long term goals and strategies of the Society.

Capabilities, Knowledge and Experience

To be successful in the role the People and Culture Officer will be required to have:

- A Certificate IV in human resources with demonstrated previous experience in a Human Resources related role and/or have extensive proven commensurate experience in a similar HR position within a complex work environment.
- Demonstrate a clear ability to understand the Australian industrial relations landscape along with contemporary employment frameworks, policy and procedure application.
- Show strong evidence of a proven ability to provide practical “hands on” service, advice, administration support and reporting to key stakeholders
- Have the ability to communicate with people at all levels of the organisation demonstrating strong interpersonal, communication and relationship building skills with ability to consult and provide basic advice to all levels of the organisation
- Proven experience planning, implementing and coordinating effective processes, and demonstrated success in providing advice to employees and managers on basic to intermediate employee relations matters such as leave, conditions and employment contracts.
- Have the ability to work independently and contribute effectively as a team member to achieve goals, having a high attention to detail, with an ability to identify issues and propose practical solutions to provide meaningful outcomes.
- High level of proficiency in the use of technology (Microsoft Suite) along with demonstrated experience in the operational use of human resource management information system software packages.

Essential requirements

- a. must hold working rights in Australia;
- b. offered employment will be required to undergo a police record check and to successfully obtain or hold a Working with Vulnerable People Card (WWVP). To undertake these checks individuals must be willing to disclose all relevant and required information.