



POSITION DESCRIPTION

Position Title:	People Services Administrator (Human Resources)
Location:	Box Hill
Reporting to:	Manager People Support and Operations
Direct Reports:	Nil

ORGANISATIONAL CONTEXT

Our Vision

The Society aspires to be recognised as a caring Catholic charity offering 'a hand up' to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

The organisations:

St Vincent de Paul Society Victoria Inc. is the single member of VincentCare Victoria, a company limited by guarantee created in 2003 to focus on the age care services and government funded community services activities of the Society. Within the overall structure are three separate legal entities, each with their own governance structure, but sharing CEO and central offices. The organisations took the decision to co-locate their central offices in 2020. There is also to be a transition to a shared services model (including HR, Finance, IT, Risk and Marketing, Fundraising and Communications) which will provide internal services across the organisations.

St Vincent de Paul Society Victoria:

The St Vincent de Paul Society Victoria is a well-recognised and highly regarded charitable organisation established in Australia in 1854, which aspires to be recognised as a caring Catholic charity offering 'a hand up' to people in need. It does this by respecting their dignity, sharing hope and encouraging people to take control of their own destiny. Staff, volunteers and members provide practical support, advocacy and friendship to the most vulnerable in our community.



St Vincent de Paul Society Victoria delivers its services through a group structure. At the core is SVdP, primarily funded through its retail network of Vinnies shops and its fundraising activities which delivers material and companionship to those in need through its home visitation, assistance centres, soup vans and a range of education programs.

VincentCare:

VincentCare provides a range of professional accommodation and support services to people that are facing disadvantage and those that are ageing throughout metropolitan and regional Victoria. The primary focus is to:

- provide quality services for people at risk or experiencing homelessness, people with a disability, and men and women struggling with complex needs including substance abuse and mental health issues
- advocate for vulnerable and disadvantaged people, respect their dignity and rights and understand their needs so as to provide them with support and encouragement and enable greater independence.

OUR CHILD SAFETY COMMITMENT

St Vincent de Paul Society (the Society) is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do and every decision we make.

We have zero tolerance for child abuse or neglect.

We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. This includes but is not limited to the cultural safety of Aboriginal & Torres Strait Islander children, children from diverse cultural, linguistic, and/or religious backgrounds, children who identify as lesbian, gay, bisexual, transgender, queer, intersex, asexual (LGBTQIA), and children with a disability.

Whilst all Society programs and activities may not involve regular contact with children by members, volunteers and employees, it is the decision of the Society State Council that all Society programs and activities will be subject to the Child Safety Policy.

PURPOSE OF ROLE

Recognising that who we bring into the organisation has a significant impact on the culture and success of the Society, the position ensures the professional, responsive and timely delivery of services to the broader organisation.

The People Support and Operations Team specifically develops and maintains HR frameworks, tools, policies, systems and processes for the workforce so as to ensure effective HR practices are implemented in an efficient, effective, customer focussed and legally compliant manner.

The People Services Administrator will support efficient and effective Employee and volunteer life cycle activities within the People Support and Operations Team. Activities include supporting all activities to ensure employees, volunteers and members have an 'good' customer/ client experience at every interaction with HR services.

The role supports members, volunteers and staff to be effective in their responses to the most disadvantaged in our communities.

KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Deliver HR Administration services to organisation	<ul style="list-style-type: none"> • Provide high volume volunteer recruitment services with a strong customer service focus across the organisation • Administer and implement staff, member and volunteer recruitment processes which may include drafting and posting advertisements, scheduling interviews, preparing interview documentation undertaking required pre-employment checks, processing letters of offer and sending all required onboarding information • Support the full employment lifecycle by maintaining volunteer and employee records, coordinating entry and exit surveys, preparing onboarding and induction documentation, administering offboarding processes • First level triage of Compliance & Recruitment queries received in those respective Inbox • Systems and Processes are followed, monitored and maintained to ensure the workforce (staff, Members and volunteers) are compliant at all times • High volume data entry by supporting the compliance team in the administration of compliance checks and updating of database • Maintaining accurate HR records, ensuring all employee files and documents are maintained • Be proactive in continuous improvement and providing suggestions for improving policies and procedures to enhance recruitment and compliance processes throughout the organisation • Assist in the design, implementation and marketing of our volunteer programs and initiatives to include diversity outreach, student, and other targeted groups with the intent of increasing expressions of interest (EOI) from potential volunteers • Maintain recruitment collateral inventory and facilitate the distribution of promotional materials • Be a brand ambassador and proactively seek to promote opportunities to join VincentCare and St Vincent de Paul Society across social media and via external recruitment related stakeholder relationships including agencies, industry bodies and universities and tafe's. • Coordinate and administer on-boarding and orientation process in a timely and professional manner.
Relationship Management	<ul style="list-style-type: none"> • Develop relationships across the organisation and engage with managers to understand their needs building positive working relationships and delivering high level customer service • Respond to enquiries from prospective and current volunteers and staff in a timely manner, drafting various communications (acknowledgment, thank-you, etc.) • Regularly interacting with external community groups and organisations to promote and support the Society's overall strategic recruitment and resourcing needs
Contribute to the organisational culture	<ul style="list-style-type: none"> • Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role

	<ul style="list-style-type: none"> • Respect the values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace • Positively contribute to and influence organisational culture • Actively participate in activities that develop your personal and professional skills, knowledge and experience • Regularly attend and actively participate in all team / divisional and organisational meetings • Contribute to developing a culture of continuous improvement and respond positively to change
Safety	<ul style="list-style-type: none"> • Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions • Identify and report hazards within 24 hours of them occurring on the incident reporting system • Manage day to day risks in line with policy and procedures

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Manager People Support and Operations	Internal	<ul style="list-style-type: none"> • One up Manager
Lead People Support and Operations	Internal	<ul style="list-style-type: none"> • Direct Reporting Line
People Support and Operations Team	Internal	<ul style="list-style-type: none"> • Team members - Networking, effective partnering and capacity building
HR Business Partners	Internal	<ul style="list-style-type: none"> • Support, Advice, effective partnering
Managers	Internal	<ul style="list-style-type: none"> • Networking, effective partnering and capacity building
Like-minded organisations	External	<ul style="list-style-type: none"> • Networking, effective partnering and capacity building

DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.



KEY PERFORMANCE INDICATORS

These will be developed by the Manager in consultation with the incumbent and will regularly be reviewed.

KEY REQUIREMENTS

Qualifications

- Tertiary qualification in Human Resources or Similar essential.

Knowledge / Experience

- Previous experience in an administrative role within a HR team
- Demonstrated experience in providing end to end administrative support in employee lifecycle activities
- Demonstrated experience in working autonomously, whilst part of a larger team environment.
- Demonstrated experience in maintaining data Integrity and ensuring all data is confidential and accurate
- An understanding of Human Resources operating process
- Experience using HR systems (PeopleStreme and Preceda preferred but not essential)
- An understanding of current legislation, awards and National Employment Standards. (Preferred)

Skills

- Excellent interpersonal skills with the ability to develop good relationships with all stakeholders
- Superior written and verbal communication skills
- Strong computer literacy (MS Word, Excel)
- Strong candidate care and customer service orientation
- Well-developed time management skills, with an ability to meet tight deadlines
- Exceptional attention to detail, ability to work well under pressure and to tight deadlines

Personal Attributes

- Attention to detail and data accuracy
- High learning agility with an ability to pick up new systems and processes quickly
- Passion for recruitment and general human resources administration
- Behaves in an ethical and professional manner at all times
- Willingness to vary normal working hours from time to time
- Awareness of, and ability to work within, the ethos of the Society

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.