

People Support Officer

Position Description

Directorate:	People, Culture and Strategy
Reports to:	Team Leader, Recruitment and People Support
Direct reports:	NIL
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Provide support to employees, managers and the People and Culture team in relation to variations to employment terms and conditions, offboarding, employment checks and employee files.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the People, Culture and Strategy directorate. The teams within the directorate and their functions are:

Strategy and Outcomes: this team is responsible for implementing a Society-wide planning, monitoring and reporting framework to support the achievement of the goals of the Strategic Plan; and leading the measurement of performance and outcomes of Society programs, services and functions.

People and Culture: this team is responsible for the Society's people related functions and strategy including people strategy; people policy; people systems; diversity and inclusion; organisational development; recruitment; people and culture services; employment relations and business partnering.

Safety and Emergency Management: this team is responsible for state-wide work, health and safety strategy; work, health and safety audits; wellbeing; return to work and emergency management functions.

Accountabilities and responsibilities

The Officer will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Manage the People and Culture inbox as the key channel for addressing employee and leader queries, concerns, and complaints in accordance with agreed service levels.

- Maintain employee files and manage correspondence in accordance with relevant policies and procedures.
- Manage the employee offboarding process in accordance with relevant policies, processes and procedures.
- Process all variations to employment terms and conditions ensuring compliance to relevant awards, agreements, policies and procedures.
- Report on employee compliance with employment checks including National Criminal History check, Working with Children Check, NDIS screening, COVID-19 vaccination, Entitlement to Work send reminders and escalate non-compliance.
- Update relevant People and Culture Staff Portal pages including organisation charts and employee and manager resources.
- Organise the payment of People and Culture Services invoices in line budget and agreed terms and conditions.
- Contribute to a safe working environment for staff, members, and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Compliance to relevant awards, agreements, policies, processes, and procedures.
- Accurate and timely processing of employment variations and related documentation.
- Accurate and timely reporting and follow-up of employment compliance checks.
- Accurate and timely maintenance of employee files.

Key working relationships

In addition to the Team Leader, Support Services and their direct reports, the Support Officer will foster close working relationships with:

- Senior People and Culture Partners (Corporate Services);
- Payroll Manager (Finance);
- Property (Finance);
- Procurement and Fleet (Finance);
- ICT (Finance);
- People leaders and employees across the Society;

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

Role-specific criteria

- Relevant tertiary qualifications in Human Resources or demonstrated equivalent experience.
- Demonstrated skills, knowledge and experience in best practice human resources processes, policies and practice.
- Excellent interpersonal and relationship management skills, with a proven ability to collaborate effectively with internal and external stakeholders.
- A high degree of computer literacy particularly in the use of Microsoft products and human resources systems.
- An understanding of current workforce issues facing the not-for-profit industry.
- Strong attention to detail and ability to effectively manage time and conflicting priorities.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.