

Human Resources Coordinator

Position Level	Team Member	Department	Human Resources
Location	Adelaide	Direct/Indirect Reports	HR Volunteers
Reports to	Chief People Officer		

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day-to-day basis.

■ Position Summary

The Human Resources Coordinator will work closely with the Human Resources Team and will take ownership of a range of day-to-day processes. This role actively works to understand and meet the needs of the organisation and the context within which HR support is being provided, whilst maintaining confidentiality at all times.

They will provide efficient Human Resources coordination and administration support to the line managers and staff across a range of HR functions including recruitment, onboarding, employee record-keeping, training and Work Health and Safety.

■ Position Responsibilities

Key Responsibilities

- Coordinate or assist in employee recruitment activities including proactive promotion (i.e. attending expos and other events), advertising, shortlisting, phone screening, arranging and conducting interviews and assessments, reference checks and outcome communication.
- Support the preparation of letters and contracts to change employment conditions, based on agreed templates, and the processing of new starter and induction information within agreed timeframes.
- Ensure the timely and accurate maintenance of records and steps essential to the preparation of payroll processes.
- Monitor the Induction of new employees, including conducting the human resources induction and ensuring induction processes are completed within appropriate timeframes.
- Support probation review processes, ensuring meetings and documentation is completed accordingly.
- Assist with the exit process, including preparation of termination paperwork, record updates, and arranging and conducting exit interviews as required.

- Act as first point of contact for, and coordinate the administration and update of, HR related systems including HRIS (Employment Hero), L&D, Recruitment and Engagement systems that may be in place.
- Create and maintain staff records, for employment confirmation, police/employment checks, qualifications, learning and development and other compliance requirements.
- Organise, research, assign and monitor compliance trainings, clearances and licences for employees.
- Assist to monitor visa status of employees and undertake VEVO checks 3 monthly.
- Assist in compiling data for budgets, reporting and analysis.
- Monitor Human Resources email inboxes and delegate or action emails appropriately.
- Administer and promote company learning and development system, maintaining accurate employee information and sourcing, creating and maintaining relevant course material.
- Assist in making training arrangements, including provider and course research and maintaining learning and development approvals, evaluations and records as required.
- Provide support and proactively contribute to the WHS and EPC Committees including monitoring actions and accurate record keeping.
- Assist to update and maintain company Chemical Register and support other WHS related activities as required.
- Provide support/advice to employees in relation to employment conditions as underpinned by the EBA, Guide Dogs SA/NT policy and the Fair Work Act.
- Supervise and delegate appropriate volunteer work to Human Resources Volunteers.
- Create 'HR Update' communications weekly to all staff via Campaign Monitor.
- Maintain company intranet (SharePoint) HR department page, as required.
- Coordination support for HR and Volunteer related events.
- Coordinate and administer the employee engagement survey process.
- Assist to update organisational chart within agreed timeframes.
- Actively participate in document reviews as required.
- Participate in compliance activities such as preparation for internal and external audits.
- Actively contribute to continuous improvement of HR functions and procedures.
- Provide back up support to other members of the Human Resources Team as required
- Provide back up support to the Volunteer Coordinator.
- Proactively participate in team meetings and complete actions in a timely manner.
- General administration duties as required.

WHS

As an employee of GDSA/NT, you shall take reasonable steps to:

- Ensure the health and safety of yourself and others at all times;
- Comply with all GDSA/NT policies, procedures and reasonable instructions as advised, and;
- Participate in, and contribute to, all health and safety:
 - training;
 - forums for consultation;
 - risk assessments;
 - inspections and/or audits;
 - investigations, and/or;
 - other related activities, as advised.
- Report hazards, incidents and near misses to your Leader as soon as practicable, and within 24 hours, and;
- Demonstrate a commitment to fostering a positive, proactive work culture, particularly in relation to health and safety management.

■ Position Selection Criteria

Technical Competencies

- Experience working in a similar Human Resources Administration or Coordination, or a similar discipline, and knowledge of Fair Work principles.
- Sound proficiency using HRIS or CRM systems.
- Intermediate skills in Microsoft Office, particularly Excel.
- Ability to interpret agreements, employment contracts and awards and ensure compliance.

General Competencies

- Sound analytical and problem-solving skills and attention to detail.
- Advanced verbal and written communication skills.
- Proven organisation and time management skills.
- Proven ability to build trusted professional relationships and maintain objectivity and fairness in all dealings with people.
- Demonstrated commitment to providing outstanding customer service to a range of stakeholders.

Qualifications/Licences

- Qualification in Business or Human Resources is desirable.

■ General Conditions

All Guide Dogs staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements, where required
- Adhere to the Values of Guide Dogs Association of SA/NT Inc. which are converted into the below behaviours and assessed on an ongoing informal basis, and formally through the Professional Development Plan process.
- Guide Dogs SA/NT is a smoke free workplace. This includes buildings, vehicles and events.

Accepted by Employee:

_____/_____/_____
Signature Print Name

Approved by Manager

_____/_____/_____
Signature

■ Guide Dogs Association of SA/NT Inc. - Values

Achievement | Delivering outcomes

- Delivering our services to the highest possible standard
- Delivering results that have value for customers
- Delivering on time as promised
- Recognising and celebrating achievements
- Holding ourselves accountable.

Collaboration | Actively engaging with others

- Working together to achieve our goals
- Working in partnership with other teams
- Seeking the input of others in matters that impact them
- Sharing our expertise and knowledge freely
- Actively listening to others.

Integrity | Ethical, honest and respectful

- Respecting the uniqueness of individuals
- Transparent in our communication
- Acting in the best interests of customers
- Doing what we say we will do
- Non-judgemental in our dealings with others.

Fun | Creating an energetic, enjoyable place for ourselves and others

- Showing enthusiasm for what we do
- Balancing life and work
- Contributing to a vibrant working environment
- Supporting and encouraging one another
- Creating opportunities for celebration and camaraderie.

Innovation | Forward thinking

- Open to new ideas
- Solutions-focused
- Taking responsibility for developing ourselves
- Proactively seeking new ways to create value for customers and the organisation
- Continually looking for ways to improve our services.