

POSITION DESCRIPTION



Position: Human Resources (HR) Administrator

Position Classification Level: Social and Community Services Employee Level 3 (as per Northside Enterprise Agreement)

Reports to: Director (HR)

POSITION OBJECTIVE

To provide high-quality administration and coordination support to the Human Resources Team. The role is the first point of contact for enquiries, assisting and directing queries to the appropriate source. The role provides administrative support across the employment lifecycle and adherence to HR policies and procedures.

KEY RESPONSIBILITIES AND DUTIES

- Support the HR function by offering exemplary administrative assistance and customer service to Northside employees, ensuring compliance with relevant employment related legislations, policies and procedures.
- Collaborate with the HR Officer and Director to facilitate recruitment activities, including candidate pre-screening, reference verification, and onboarding preparations.
- Process employment changes, new hires and separations within the Northside Human Resources Information System promptly.
- Assist with the learning and development function by providing administrative and coordination support.
- Maintain comprehensive HR record-keeping, which includes the management of files, registers, databases, and standard forms and templates.
- Carry out a range of administrative tasks, from preparing employee documentation and contracts to monitoring and responding to HR queries, escalating issues when necessary.
- At times, participate in interview panels with the HR Officer or Director.
- Monitor and document key milestones, such as inductions and probation reviews, in addition to administering cyclical HR activities like performance reviews.
- Preserve strict confidentiality regarding any sensitive, personal, or private information relating to staff members or clients.
- Work collaboratively as part of the HR team, building constructive relationships with other internal teams and external stakeholders to achieve organisational priorities.
- Undertake other relevant duties as directed, consistent with the employee's skill, competence and training.
- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

1. Demonstrated experience in administrative tasks, reporting mechanisms, and document management within a Human Resources setting.

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2. Comprehensive understanding of core Human Resources functions, such as recruitment, onboarding, performance appraisals, grievance handling, and payroll processes.
3. Exceptional organisational acumen, demonstrated by an ability to accurately manage high volumes of work within strict time constraints, while employing a proactive and solution-oriented approach to challenges.
4. A track record of fostering teamwork, including the ability to facilitate effective communication and coordination both within the HR team and across different business units.
5. Demonstrated commitment to delivering friendly, efficient customer service in a responsive manner.
6. Advanced proficiency in Microsoft Office Suite, including Word, Excel, Outlook, and PowerPoint, as well as a preference for Visio. Demonstrable experience with databases and Human Resources Information Systems.
7. A thorough understanding and respect for confidential requirements.
8. Excellent communication skills and a commitment to fostering a positive and supportive team culture.

QUALIFICATIONS AND/OR TRAINING

- Relevant qualification in Human Resources, Employment Relations, or similar field with relevant experience.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer.
- Occasional lifting, manual handling tasks (lifting/moving archive boxes).
- Able to work some evenings, weekends & public holidays.

GENERAL EMPLOYMENT INFORMATION

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			

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