



Job Description

Our vision is “***Human Potential, Realised***”.

Civic Disability Services is a not-for-profit organisation that provides services to individuals with intellectual and psychosocial disability. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as a valued member of the community.

Role: People & Experience Support

Reporting: The role reports to the General Manager, People & Risk

Objective:

The key objectives of the role are to:

1. Support the people and experience team, and the broader Civic business,
2. Learn! This is an entry level position to find your feet in a people and experience team.

Duties and responsibilities:

1. Coordinate the team’s initial contact via phone and email, answering each query or directing the query to the appropriate team member for action and support. Ask for help answering queries when needed from the team member specialising in that area.
2. Coordinate recruitment administration with support from the People & Experience Partner. Assist with recruitment processes such as resume screening, phone and video interviews, reference checks and probity checks.
3. Coordinate on-boarding administration including drafting new starter contracts for review by senior team members, creating offer and welcome packs, ensuring new starter paperwork is received and creating ID badges.
4. Process probity checks and renewals for employees, volunteers and other as required. Advise managers when a check clears, escalate disclosable outcomes to the People & Experience Leads or GM.
5. Coordinate administration for employee changes including change of employment, extended leave, termination of employment contracts and other key issues. Draft letters for review by senior team members. Update systems as needed and coordinate changes to make sure payroll can process changes.
6. Coordinate learning administration including bookings, confirmation of attendance, feedback to managers, Learning Campaign Lead and GM when learning has not been attended.
7. Check reports and follow up with leaders for key end dates such as probity, contracts, work rights, licences, qualifications and certificates and registrations. Escalate to manager, appropriate people and experience team member, and/or GM People & Risk to make sure end dates are recognised.
8. Create and maintain employee and volunteer electronic files.



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9. Coordinate purchasing and invoice administration for the people and experience team.
10. Coordinate recognition program administration including responding to nominations, notifying leaders and volunteers/employees, coordinating the monthly HeartBeat gift card draw, updating data in IT systems, and advising the communications team of winners and nominees.
11. To achieve this purpose, the position holder would typically:
12. Work across the team to provide additional support and resourcing when needed.
13. Apply a risk management approach to practice and advise the GM – People & Risk if areas of concern are identified

Essential Criteria

- Degree (or studying towards) in business, commerce or similar.
- 6-12 months general office experience would be a huge advantage. It doesn't have to be in human resources. Understanding how a business works matters!
- The ability to look in, under, and outside the box (throw the box out if you like) to identify practical solutions that provide the right support at the right moment.
- A strong customer experience focus, with a willingness to work with your client group to understand their needs and how you can best support them.
- A willingness to learn, explore and get really curious to see how else things can be done – and the willingness to make the mistakes that come with learning and bounce back.
- Attention to detail. Administration work can be a tad boring – you're going to need to make sure you can get those little pieces of information right even when it feels like it's the 100th one you've done today.
- The ability to rock a spreadsheet or database would be a huge advantage. Data matters!
- A general understanding of the community, health, aged care and/or disability services environment would be a huge advantage
- The ability to translate sometimes complex concepts into a language and format that others can understand and use.
- A passion for working with others to create an employee experience that allows people to realise their human potential.
- Unrestricted Drivers Licence.