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| **Position Title** | **People & Culture Administrator** | **Department** | **People &Culture** |
| **Reports to** | **GM – People & Culture** | **Effective date** | **May 2021** |
| **Responsible for** | **N/A** | **Location** | **Expression Head Office** |

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| **Organisation Overview** | Expression Australia (formerly Vicdeaf & Tasdeaf) connects people to the life they want to lead - through ensuring better access, inclusion and equal opportunity.  Expression Australia is an iconic and progressive community organisation, rapidly evolving commercially oriented business and leader in providing services to people who are deaf, hard of hearing or who experience barriers to participation.  Expression Australia's vision and mission empower people to achieve better economic, cultural, social and civic participation in the community. |

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| **Role Overview** | The People & Culture Administrator will be responsible for providing administrative and related support to the People and Culture team to assist in meeting organisational objectives. This will involve the coordination of employment lifecycle related activities and to be part of a function where we contribute and add value to those areas we partner with and by attracting, recruiting and developing people who fulfill our vision to support our Deaf and Hard of Hearing community. This role assists in enabling a foundation for a great people experience and by fostering a bilingual, bicultural environment and acting as a collaborator in creating this space. |

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| **Job Specific Responsibilities**  *Key performance indicators will be clearly defined through the performance planning process.* | |
| **Contribute to the achievement of Expression Australia’s strategic objectives** | * Advance Expression Australia strategic plan and its vision through executing the organisation’s strategic priorities. * Model behaviours that are consistent with the mission and beliefs of the strategic plan. * Model behaviours that reflect our values. |
| **OHS & Quality Compliance** | * Take reasonable care for their own health and safety, and health and safety of others * Adhere to OHS guidelines * Adhere to the organisation’s Quality framework |
| **HR support and Administration** | * Support, collaborate and take lead in a wide range of operational tasks in different People & Culture processes and human resources management systems. * Assist with the implementation new projects and systems. * Maintain HR systems, keeping them up to date with latest employment information, absence reports and salary changes. * Ensure compliance checks are completed as apart of onboarding and ongoing employment in line with labour laws, regulations & internal policies, taking also actions in case of deviations. * Ensure data is correctly recorded and up to date including employee files, tracking documents, payroll information. * Co-ordinate and administrate various tasks in areas such as archiving, generation of documents, reports, certificates, and other administration tasks. * Perform tasks connected to P&C Generalist assignment such as providing a broad range end-to-end P&C services covering all aspects of the employer life cycle – from recruitment to exit and give support to co-workers, managers and People & Culture colleagues in a wide range of People & Culture related topics, both operational and strategical. * Coordinate P&C related meetings and events including coordination of interpreters, room/video conference bookings etc. * Support and assist in continuing to build and maintain our Bilingual, Bicultural environment and increase accessibility and inclusion through HR related processes and procedures. * Co design support in Learning & Development initiatives. |
| **Health and Wellbeing and other tasks** | * Annual flu vaccinations are organised. * Ergomanic assessments are organised upon request. * Completion of compulsory e-learning programs for new staff (bullying and harassment and OH&S) are recorded and followed up. * OHS, First Aiders, Fire Wardens lists and training are updated and distributed. * EAF Applications and renewals are processed in a timely manner. * OHS meetings are arranged for the year. * Assist with any other related tasks. |

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| **Core Capabilities** (including Expression Australia Values highlighted in orange) | | | |
| **Respectful**  *Behaving ethically appropriate, respectful of culture and community and providing person centred services to clients and others* | Aligns client/customer needs to our services. Demonstrates active listening and questioning skills to identify client needs and issues. | **Diversity**  *Showing respect for diverse backgrounds and experiences* | Uses basic professional competency to perform relevant work, working with a variety of people from various backgrounds in a bi-cultural, bi-lingual environment. Understands diversity and confidentiality requirements and is able to work with staff collectively. |
| **Technology**  *Using and understanding technology to improve service delivery* | Develops ability to use technology within position, enters data and learns use of relevant communications and technology systems. Develops skills of adapting processes to keep pace with new technological developments | **Accountable**  *Demonstrating responsibility for own work* | Develops an understanding of the link between own job responsibilities and overall organisational goals and needs. |
| **Adaptive/Resilience**  *Demonstrating and developing individual coping strategies* | Learns and develops the skills of approaching work with energy, positivity and drive. Seeks guidance on solutions to ensure quality of work is maintained, regardless of working environment. | **Progressive**  *Innovating and looking at ways to improve the lives of our clients and communities* | Learns to seek opportunities to work better and to recognise risk within the limits of the role. Learns to take responsibility for continuous improvement in own work and appreciates the importance of flexibility and creativity in role. |
| **Inclusive**  *Working effectively and engaging with others to achieve a common goal* | Ability to work within a team environment cohesively and inclusively. | **Commercially** **Focused**  *Ensuring that all services are right for our clients and our organisation* | Develops a working knowledge of role-related activities in the relevant area. Develops capability to influence and gain the confidence of clients and stakeholders. Meets service delivery requirements for the work area and services offered. |
| **Auslan**  *Language of Choice* | Our organisation is bi-lingual and bi-cultural, where Auslan and English are both utilised languages. The learning and use of Auslan is encouraged and endorsed in the workplace. Along with a willingness to learn Auslan, possess a positive attitude towards continuing to improve language skills is imperative. | | |

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| **Job Specific Capabilities** | |
| **Business Acumen -***Demonstrating business knowledge and skills* | Has basic business acumen ability. Learns and develops relevant knowledge and technical expertise. Resolves routine problems and foresees outcomes. Assists with and supports change processes in their area and organisationally. |
| **Problem Solving -** *Thinking and analysing to develop solutions to problems* | Has a basic knowledge around how to find solutions to issues in the workplace. Identifies opportunities for innovation and solves most problems in own work. |
| **Plan**  *Applying proper planning to achieve priorities* | Actively manages own workload and time management. Adheres to reporting, documentation and administrative requirements. Maintains appropriate notes and other documentation to required standard. |
| **Manage Change** *Supporting and promoting organisational change* | Helps to generate support of the changes throughout the organisation. Provides resources, removes barriers, and acts as an advocate for those initiating change. |
| **Negotiation**  *Convincing others to take an equally beneficial course of action* | Negotiates and influences independently to resolve issues most of the time. Occasionally requires direction. Is familiar with a number of negotiation and influencing strategies |

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| **Knowledge, Skills & Experience** |
| **Essential**   * Experience working in bilingual, bicultural environment * Auslan skills highly desirable * Minimum 2 years’ of demonstrated experience in an Administration role or P&C related role * Intermediate skills using Microsoft Outlook, Word and Excel * Excellent time management, multi-tasking and prioritisation skills * Knowledge of various HR systems/processes and experience in HR/payroll systems is an advantage * Ability to communicate confidently and with various diverse cohorts of people * Strong attention to detail * Ability to take initiative and be proactive, thinking one step ahead * Proven ability to work under pressure and fast paced environments * Good knowledge in Microsoft office suite is required |

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| **Education / Qualifications / Certifications/ Memberships** |
| * Qualification in Human Resource Management or a related discipline (can be completed or in progress) desirable |

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| **Travel Requirements** |
| * Infrequent |

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| **I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed annually to maintain its relevancy and meets organisational objectives** | |
| **Employee signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |