

## Position Description

<b>Position Title</b>	<b>People &amp; Culture Officer</b>
<b>Position Status</b>	Full-time / Ongoing
<b>MEA Classification</b>	Victorian Community Legal Centres Multi-Enterprise Agreement 2024-2027 Social and Community Services Employee, Level 4
<b>Position Reports to</b>	Manager, People & Culture
<b>Position Supervises</b>	Nil
<b>Date Reviewed</b>	May 2026

### About Women’s Legal Service Victoria

Women’s Legal Service Victoria (Women’s Legal) is a specialised and state-wide organisation that has been providing legal services and support to women since 1982. Informed by our feminist practice, we improve the legal system for victim-survivors of family and sexual violence through our integrated legal service, capacity building, advocacy and law reform. Our vision is for women and non-binary people to live free from violence and discrimination in a gender equitable society.

Women’s Legal is an employer of choice, providing an inclusive, flexible, and supportive environment for our staff to thrive. We welcome women across all career stages, and we recognise the many roles played by women in their families and communities. We are committed to supporting women’s participation in employment through building skills and knowledge for those looking for a change, and valuing the diverse expertise brought into our organisation.

### Our Culture

We’re continually building on our culture of inclusivity, collaboration and safety so our teams and individuals thrive. We value diversity, build empathy and consider impact to foster belonging and create equity.

### About our Operations Directorate

Our Operations Directorate is a diverse and dedicated group that looks after the organisation’s human resources, finance, administration and data and evaluation of our services. The team’s goal is to provide support to the entire organisation, ensuring seamless functioning and success. We focus on collaboration and work cohesively to optimise processes, manage resources and facilitate decision making.

## Position Overview

The People & Culture Officer plays a key role in supporting the delivery of effective people & culture practices across the organisation. The People and Culture Officer will partner with Hiring Managers to lead end-to-end recruitment and onboarding processes to ensure a seamless and positive experience for candidates and employees. The role also supports day-to-day people and culture operations, including policy development, compliance and HR administration.

## Key Responsibilities

### 1. Talent Acquisition and Onboarding

- Manage end-to-end talent acquisition, including updating position descriptions, drafting and posting job ads, pro-active candidate search, shortlisting candidates, candidate care, and coordinating interviews;
- Issue employment contracts and manage the accurate data entry in the HRIS and onboarding process to ensure new employees are "day one ready";
- Maintain an interview guide and question database, assisting hiring managers to develop their recruitment approach as needed;
- Manage onboarding processes, including scheduling introductory meetings and maintaining induction content;
- Set up the new hire in CultureAmp, employee master files and liaise with key stakeholders to ensure access to Women's Legal's systems.
- Support probation period reviews and processes;
- Send out onboarding surveys to new hires and create quarterly onboarding reports.
- Stay up to date with best practice talent acquisition tools and methods; and
- Ensure a positive candidate experience through proactive communication and support.

### 2. Employee Relations

- Provide first level advice on employment conditions and other processes undertaken by the business escalating to the People & Culture Manager as required; and
- Working with the People & Culture Manager, assist in the research and development and implementation of people & culture procedures to support relevant policies.

### **3. Training & Development**

- Maintain employee data in relevant Learning Management Systems, update content as required and produce quarterly reports to monitor training records.
- Collaborate with the People & Culture Manager in reviewing and updating the Performance & Development systems and processes, and reporting suite.
- Assist with the training initiatives, including scheduling relevant sessions and record keeping;
- Support the cyclical Performance & Development process, ensuring employee data up to date up in the system.

### **4. HR Administration & Compliance**

- Process all variations to employment terms and conditions ensuring compliance to relevant awards, agreements, policies and procedures;
- Update compensation spreadsheets and associated formulas in line with the SCHADS Award annual pay increase and Enterprise Agreement clauses;
- Update relevant People and Culture information for staff, as required;
- Report on employee compliance with employment checks including National Criminal History check, Working with Children Checks, Entitlement to Work send reminders and escalate non-compliance;
- Manage the employee exit interview survey, meetings and offboarding process;
- Act as the system expert for People & Culture's SharePoint site, and intranet pages, updating content, trackers and forms;
- Act as the system expert for Employment Hero, provide a confident process discipline, streamlining workflows, enhancing data integrity, managing setup, support and drive continuous optimisation;
- Maintain employment records, including contracts, compliance checks, and employee files in Employment Hero, ensuring accuracy, compliance and confidentiality of information;
- Prepare and distribute People & Culture reports.

### **5. General**

- Support the delivery of HR programs, projects and initiatives as required;
- Organisational wide project support, i.e. strategic initiatives;
- Contribute to a healthy, productive group culture where work practices, decision making, and behaviour reflect Women's Legal's intersectional feminist philosophy and values; and

- Perform other duties as directed and necessary for the proper performance of the role.

## Key Selection Criteria

### 6. Skills, Knowledge, and Behaviour

- Excellent interpersonal, relationship management and teamwork skills, with a proven ability to collaborate effectively with internal and external stakeholders;
- Excellent organisational and administrative skills, including effective time management, prioritisation and problem solving;
- A strong attention to detail with a commitment to providing an exceptional candidate and employee experience;
- A high degree of literacy in Microsoft products; SharePoint, Excel, PowerPoint, and HRISs;
- Knowledge and understanding of interpreting employment legislation, EBA's, Awards and the National Employment Standards.
- Reliability and discretion with confidential matters; and
- Demonstrated ability to be flexible, particularly whilst working in an environment of change.
- An understanding of current workforce issues facing the not-for-profit industry will be highly regarded.

### 7. Qualifications and Experience

- Relevant tertiary qualifications in Human Resources or demonstrated equivalent experience;
- Demonstrated experience in optimising people processes and HR system/s. Ideally with Employment Hero or other all-in-one HR platform.
- Demonstrated experience in a similar P&C advisory role delivering best practice human resources operations processes, policies and practice;
- Experience working with in the not-for-profit or family violence sector will be highly regarded.

## Values and Behaviours

Everyone who works at Women's Legal plays an important role in upholding our ethics outlined in the Code of Conduct and living our values. Together, we are:

**Inclusive:** We actively listen and ensure that marginalised voices are centred in every forum we create.

- We ask about accessibility needs and adjust where possible
- We centre people's input into things that affect them
- We ask what voices are being heard, who holds power and create spaces to amplify marginalised voices.

**Purposeful:** Our work leads us to achieve our strategy. We invest in learning and continuous improvement to achieve our impact.

- We are clear about the "why" and prioritise actions that help us achieve our strategy
- We are clear in our roles and responsibilities and take accountability for meeting these requirements.
- We use data, lived experience and professional judgement to make decisions that maximise impact.

**Courageous:** We take the challenging path to learn, grow and achieve our strategy.

- We have challenging conversations to understand, find common ground, and promote change including with people in positions of power
- We are brave and challenge ourselves, even when it feels uncomfortable
- We are committed to learning from our wobbles and using them as opportunities for growth.

**Collaborative:** We value and actively foster involvement of a diversity of views, experiences and expertise to work together to achieve better outcomes.

- We use open communication, clear processes and dedicated time to build collaborative and trusting working relationships
- We consider the power, roles, styles and needs of those involved in collaboration
- We are generous in sharing successes and learnings, acknowledging everyone's efforts and contributions.

**Authentic:** We are honest and accountable. We seek to learn from our successes and failures

- We are honest about our capacity, skills and knowledge and are open to receiving feedback
- We do what we say we will do and take accountability for our actions
- We ask for help when we need it

## Workplace Health and Safety Obligations

All staff have a responsibility to always display and promote safe actions in the workplace including:

- Participating in the development of a safe and healthy workplace;
- Complying with instructions given for their own safety and health and that of others, in adhering to safe work procedures;
- Cooperating with management in its fulfilment of its legislative obligations. Taking reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- To report any injury, hazard or illness immediately, where practical to their supervisor;
- Not place others at risk by any act or omission; and
- Not wilfully or recklessly interfere with safety equipment.

## National Criminal History Check

All successful candidates will be required to produce a national criminal history check prior to the commencement of their employment.

Please note, non-lawyers employed by Women's Legal Service Victoria are required to comply with Section 121 of the Legal Profession Uniform Law.

## Equal Opportunity Employer

We recognise our work benefits greatly from the unique knowledge, skills, and expertise of individuals with diverse experiences, including those with lived experience of family violence, Aboriginal and Torres Strait Islander people, women with disability and women from migrant, refugee, or non-English speaking backgrounds. If this is you, we strongly encourage you to apply.

Women's Legal relies on an exception under the *Equal Opportunity Act* to employ women only.