



POSITION DESCRIPTION

Position: People Coordinator (PLT.21A)

Reports To: People Operations Partner

Classification: Band D

CANCER COUNCIL VICTORIA

Every year, more than 39,000 Victorians will be diagnosed with cancer, and nearly 12,000 will die from cancer. The number of cases will increase as our population grows and ages. Survival will also improve as we get better at [early detection](#) and [treatment of cancer](#).

Since our establishment in 1936, [Cancer Council Victoria](#) has developed an international reputation for our innovative work in [cancer research](#), [prevention](#) and [support](#). As an independent, not-for-profit organisation, we play a leading role in reducing the impact of all cancers on all people.

Our people work and volunteer at Cancer Council Victoria to contribute to an organisation that makes a real difference in people's lives and is valued by the community we serve. In return we are proud to foster a culture that supports individuals to reach their full potential, in an environment that reflects our values of Excellence, Integrity and Compassion.

DIVISION / UNIT / TEAM SUMMARY

The **People, Leadership and Teams (PLT)** division provides several strategic and operational services to the organisation. PLT focusses on the talented and committed people (paid staff and volunteers) who are the driving force behind our success in preventing cancer, empowering people and saving lives. PLT supports the following strategic focus areas:

- Attraction, retention and succession
- Equity and diversity
- Leadership and high performing teams
- Learning and innovation
- Recognition and benefits
- Workplace wellbeing and a values-driven culture

The Division undertakes its work in line with Cancer Council's Strategic Plans, Enterprise Agreement, policies and procedures and relevant legislation.

POSITION SUMMARY

The People Coordinator is responsible for managing people related enquiries and supporting the organisation across the entire employment lifecycle. The role works to develop and implement processes, foster a self-service environment, and collaborate with the wider organisation to improve people service delivery.

The position also focuses on delivering a high-quality employee experience by creating intuitive systems, accessible resources, and building strong stakeholder relationships. With a strong emphasis on collaboration, confidentiality, and business resilience, the role contributes to the organisation's success by ensuring consistent and effective people support, and by preserving knowledge for easy understanding by others.

RESPONSIBILITIES

Human Resources Enquiries

- Deliver a high-quality, consistent employee experience by managing, directing and responding to people related requests through the helpdesk, escalating enquiries as needed
- Support routine people activities across the employment lifecycle.
- Provide accurate advice through a strong understanding our policies, processes, and enterprise agreement.
- Develop, review and implement processes and documents, ensuring accuracy.
- Prioritise workload in response to requests while managing risk.
- Maintain accurate records and ensure clear, concise communications.

Customer Service and Experience

- Support customers by creating innovative, intuitive systems and processes that enhance user experience.
- Monitor and coordinate the HR and Learning inboxes.
- Foster a self-service environment, by ensuring published information is accurate and accessible.
- Develop resources (web content, guides, videos, etc) to provide information in convenient formats.
- Foster a culture of collaboration and demonstrate values-based behaviours.
- Build and maintain strong relationships with key stakeholders across the organisation.
- Maintain confidentiality, trust, and open communication.
- Preserve knowledge in a format that allows others to easily understand and implement.

Operational Administration & Support

- Support the operational and administrative processes across the PLT Division.
- Assist with PLT's financial management by processing invoices, internal charges and managing the General Journal.
- Provide administrative support to the Head of Division, including diary and email management, document preparation, and follow-up of action items.

Systems Management & Data Reporting

- Maintain the Human Resource Information System (HRIS) to ensure accuracy and integrity of employee and volunteer records.
- Support the maintenance of the Learning Management System (LMS) to ensure accuracy and integrity across learning courses and programs.
- Produce reports and support data/information analysis and compliance.

Organisational Development

- In consultation with People Operations Partner, coordinate, implement, and evaluate priority projects aligned with Cancer Council's Enabling Strategy.
- Facilitate consultations with stakeholders and conduct research to inform strategic decisions.

Such other duties as directed and consistent with an employee's level of skill, competence, and training.

KEY SELECTION CRITERIA

Essential Criteria

Qualifications, Experience, Knowledge, and Skills

- Demonstrated experience in Human Resource Coordination and Administration.
- Demonstrated ability to manage multiple tasks effectively in a fast-paced, customer-focused environment, while meeting deadlines, ensuring accuracy, and maintaining high service standards.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and familiarity with or experience using HRIS, LMS or CRM systems to manage workflows and information effectively.
- Strong customer orientation with well-developed interpersonal and communication skills to collaborate effectively and build rapport with a range of stakeholders.
- Excellent attention to detail and the ability to maintain accurate records, while demonstrating strong organisational and prioritisation skills
- Well-developed written and verbal communication skills, with the ability to convey information clearly and succinctly to diverse audiences.
- Innovative and curious mindset.
- Ability to assess a situation and pursue a pragmatic solution.

Desirable Criteria

- Qualification in human resources, administration, business support or equivalent.
- Experience working in Human Resources or Business Services.

Special Requirements

- Non-smoker
- Right to work in Australia
- Satisfactory completion of National Police Check