

JOB DESCRIPTION

Role/Title: *Human Resources Officer*

Division: *People & Culture*

Location: *Illawarra*

Classification: *Salary*

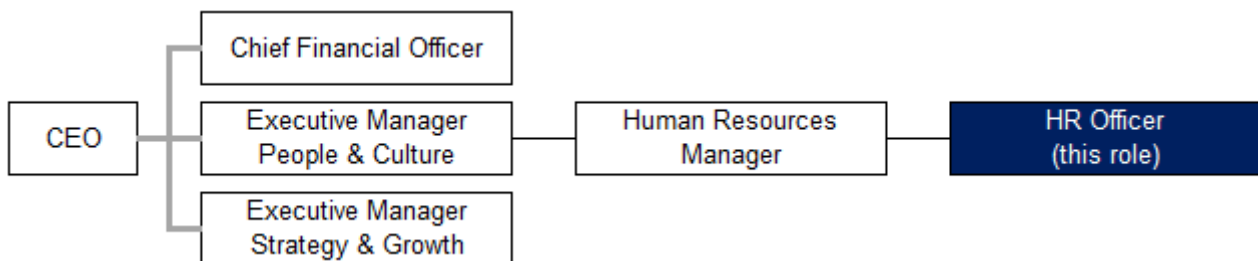
POSITION OBJECTIVES

Reporting to the Human Resources Manager, this role is responsible for providing quality HR support, initiatives and programs across the Flagstaff Group's diverse range of business divisions whilst ensuring a strong focus on confidentiality and data accuracy in all of your activities.

Key Objectives:

- Ensure Flagstaff's standards and values are maintained, providing a clear sense of purpose and direction and fostering a positive and high performing culture.
- Ensure Flagstaff's employee recruitment, retention and recognition initiatives & programs are effectively overseen & maintained.
- Ensure Flagstaff's employee training (accredited & non-accredited) and induction qualifications are maintained.
- Ensure employee & Group compliance with relevant Policy, regulatory and legal issues relevant to the Group.
- Continuously review HR processes and activities with a view to improvement of efficiency & effectiveness and ensuring accreditation requirements are achieved.
- Contribute to the development, implementation and evaluation of the People and Culture strategies contained within the Flagstaff business plan.

ORGANISATIONAL RELATIONSHIPS



RESPONSIBILITIES & ACCOUNTABILITIES

- Role model and promote Flagstaff's values in all aspects of duty and promote a culture of service-oriented excellence in all activities.
- Act as an initial point of contact for People & Culture team related inquiries

- Consistently demonstrate a commitment to supporting People with a Disability to achieve their goals and/or workplace targets, and to the value that inclusion in all aspects of society and community for People with a Disability is a right, not a goal.
- As assigned, undertake all aspects of employee recruitment.
- As assigned, coordinate and facilitate awareness programs that ensure all employees are kept abreast of policies and procedures.
- As assigned, coordinate and/or facilitate and/or deliver accredited and/or non-accredited training programs.
- Ensure that employee qualifications and workplace inductions are maintained and remain current.
- Respond to and resolve enquiries and issues to ensure the provision of accurate information, and the timely and effective resolution of issues.
- Ensure all record completion and database entries are accurate, filed correctly and accessible.
- Monitor and maintain currency of compliance documentation, including employee qualifications, VEVO checks, and requirements across external compliance systems and portals.
- Participate in projects and other activities as required to ensure that organisational objectives are met.
- Confidently and accurately use a computer to prepare records, undertake internet research and send & respond to emails.
- Prepare and submit statistical and activity reports that reflect activities and outcome.
- Liaise with external stakeholders to problem solve any issues, delays or concerns ensuring both service delivery needs and legislative requirements are met.
- Undertake assigned workplace investigations.
- Comply with all Flagstaff policies, procedures, guidelines and processes.
- Participate in sales and marketing initiatives as required.

SELECTION CRITERIA

- ✓ Eligible to immediately work in Australia without sponsorship.
- ✓ Able to provide (on commencement and at mandated intervals) (a) a National Police Criminal History check no more than 3 months old and (b) a current Working with Children check and be willing to sign a Working with Children declaration.
- ✓ Able to provide evidence (i.e. a certificate of completion) of completion of the National Disability Insurance Scheme (NDIS) online worker orientation module 'Quality, Safety and You'.
- ✓ Experience working in a Human Resources, Business Administration or Work Health and Safety related role (tertiary qualifications in Human Resources will be highly regarded).
- ✓ Good communication skills with the ability to confidently interact with anyone regardless of their role and/or social standing.

Role:	Human Resources (HR) Officer	Date Approved:	17 March 2026	Page 2 of 3
Approved by:	Executive Manager People & Culture			

- ✓ High level of computer skills with experience using the Microsoft suite of programs, particularly Word, Excel and Outlook.
- ✓ Demonstrated ability to quickly learn systems and processes.
- ✓ Have a high level of accuracy and attention to detail.
- ✓ Be adaptable to work both autonomously and in a team.
- ✓ Self-motivated, with good time management skills.
- ✓ Proficient computer skills with demonstrated knowledge & experience using the Windows operating platform, the Microsoft Office suite of products, internet and bespoke software.
- ✓ Demonstrated knowledge of the broad range of supports subject to funding under the NDIS.
- ✓ Demonstrated people management skills that reflect an alignment with Flagstaff 'Vision, Purpose, and Values'.
- ✓ Excellent verbal & written communication, interpersonal, negotiation and planning skills.
- ✓ Strong stakeholder engagement skills and with the ability to adapt to changing operational requirements.
- ✓ Current NSW Drivers Licence (note that preferred applicants for the role may be requested to provide evidence of their driving record);
- ✓ Although unlikely to be required in this role, applicants should have the ability & willingness to work rostered shifts which may include weekends and/or public holidays.

Note: *This position may, after due consultation, be revised and amended from time to time in accordance with the needs of Flagstaff.*

ACKNOWLEDGEMENT & ACCEPTANCE OF POSITION:

By signing this document, you:

- [a] Acknowledge that you have read and understand every page of this document and confirm that you already have the pre-requisite qualifications, skills and/or knowledge to meet the 'Position Objectives', 'Responsibilities & Accountabilities' and 'Selection Criteria' for this role as outlined in this document.
- [b] Accept to carry out the role and confirm that you are not aware of any personal or external circumstance that would prevent you from meeting the 'Responsibilities & Accountabilities' as outlined in this document.
- [c] Understand that Flagstaff business divisions have mandatory shut periods (for example the Christmas period) and you may be required to take leave during that period and where no other form of leave entitlement is accrued, such leave may be unpaid.

Print Name: _____ **Dated:** ____ / ____ / ____

Signature: _____