

Position description

Position title	People and Culture Coordinator
Department	Office of the Chief Executive Officer
Position reports to	Manager, People and Culture
Positions that report to this position	None
Type of employment	Part-time (3 days per week), ongoing
Location	The Royal Children's Hospital Foundation, 48 Flemington Road, Parkville

The Royal Children's Hospital Foundation
Founded in 1989, The Royal Children's Hospital (RCH) Foundation is the fundraising arm of the RCH, one of the world's leading children's hospitals. The RCH Foundation has the vital role of raising and distributing donated funds to the hospital. While a legally separate organisation, the RCH Foundation works closely with the RCH in achieving its vision. The people of Victoria love the RCH and in giving to the RCH Foundation, whether through linked fundraising appeals like the Good Friday Appeal or RCH Auxiliaries in their community, they feel a great ownership. As a result of this ownership and the fact that the RCH Foundation is therefore a custodian of these donated funds, the RCH Foundation takes seriously its role for and on behalf of those donors. Generous community support helps to sustain the hospital's role as international leader tackling some of the world's biggest health issues, and the RCH Foundation supports a vast network of fundraisers and donors. Donated funds drive the hospital's growth, are utilised for purposes of medical excellence, and support only the most innovative, life-changing programs and initiatives – that would otherwise not exist - in the areas of research, leadership, training, technology, equipment, and patient and family centred care. OUR STRATEGY We aspire to transform the future health of children and young people at The Royal Children's Hospital and beyond. Through raising funds, investing funds and granting funds towards excellence in patient care, we are committed to ensuring the RCH remains one of the leading paediatric hospitals in the world. Over the next four years, we aspire to increase revenue, net assets and granting. We will focus on expanded giving channels, continue to invest for the long-term, build the capability of our people, enable digital evolution and embrace new technologies. VISION We proudly share the vision of the RCH: A world where all kids thrive. PURPOSE To use the power of philanthropy to accelerate the discoveries, treatments, innovations, and care that make the RCH a global leader.

PURPOSE OF POSITION

The purpose of the People and Culture Coordinator role is to provide operational and administrative support to the end-to-end employee experience and lifecycle, and to assist the leadership of the RCH Foundation to develop its people, processes and organisational culture. The People and Culture Coordinator plays a key role in shaping the team member experience at the RCH Foundation, bringing a structured, detail-focused approach to our human resources operations, ensuring systems run smoothly and supporting a thriving, people-first culture. The role collaborates across departments to support operational excellence and drive continuous improvement, reporting to the Manager, People and Culture, sitting within the Office of the CEO with a dotted line to the Executive Assistant to the CEO.

Work performed:

The People and Culture Coordinator is responsible for supporting all human resource functions and activities, including recruitment, onboarding, learning and development, HRIS maintenance and reporting, compliance with relevant regulations and policies, and contributing to other relevant projects as directed. Key components of the role include:

- Working closely with the Manager, People and Culture to provide a best-practice people and culture service to all RCH Foundation staff
- Coordinating the end-to-end recruitment process, supporting the RCH Foundation to attract and hire high-performing candidates who are aligned with our mission and values
- Supporting the implementation of our learning and development offer, helping our people grow and thrive
- Coordinating onboarding, offboarding, probation and check-ins for employees
- Leading on the staff calendar of events and coordinating logistics for events as directed
- Providing support to the Office of the CEO

Challenges and problem solving:

- Excel at operational delivery, while also being hands-on in executing administrative tasks with precision
- Support best practice human resource management in a growing organisation
- Support staff through change, developing a trusted advisor status
- Identify opportunities to improve systems and processes
- Manage competing priorities

Decision-making:

- Exercise sound judgement in bringing sensitive matters to the attention of the Manager, People and Culture in a timely manner

Communication:

Internal

- RCH Foundation – act in accordance with the RCH Foundation's values and join in our flexible, supportive and passionate working environment, including a committed network of fundraisers and donors, with good humour and a positive attitude
- Act as a trusted advisor to all RCH Foundation staff

External

- Liaising with external suppliers for people and culture-related initiatives
- Local, national and international networks – play a role building connection between the RCH Foundation and the wider health, fundraising, volunteer, not-for-profit, corporate sectors

- Represent the RCH Foundation where requested and required

KEY ACCOUNTABILITIES

Employee Lifecycle

- Coordinate and support components of the employee lifecycle, including recruitment, onboarding, employee development, performance management, employee engagement and offboarding
- Track and support key employee milestones such as probations, promotions, anniversaries and leave arrangements

Recruitment

- Coordinate the end-to-end recruitment process, including support with position descriptions, job advertisements, the interview process and onboarding

Learning and Development

- Support the implementation of the annual learning and development program
- Support the staff performance review and development process
- Lead on logistics for all staff learning and development activities, working closely with the Manager, People and Culture to ensure that the RCH Foundation Learning and Development framework is delivered in a timely manner and accessible for all staff
- Maintain learning and development records and reporting
- Support the Manager, People and Culture in the implementation and development of employee engagement initiatives, including the employee survey and Team Away Days

Employee Relations

- Support and coordinate staff engagement programs and initiatives, with a focus on bringing the organisation's values to life
- Support the development and implementation of tools and initiatives to foster cross-organisation information sharing, ideas generation and collaboration
- Be a go-to contact for staff, providing advice and guidance in line with best practice and policies.

Policies and Procedures

- Maintain current knowledge of relevant employment laws and regulations, including any changes which affect the organisation
- Support the development, implementation and review of HR policies and procedures to facilitate best practice and compliance with legislative requirements
- Ensure HR policies and procedures are published and communicated to the organisation and relevant stakeholders

Reporting

- Compile and analyse employee data and trends, and develop employee reports as directed, supporting board reporting and organisation-wide performance reporting as needed
- Support operational planning across the organisation as directed

People and Culture Operations and Administration

- Manage the People and Culture email inbox, responding to all staff queries within one working day where possible, and keeping staff updated with timelines for queries that require a longer response time

- Ensure all People and Culture systems and documentation are maintained and up to date, including personnel files, team member records and relevant checks and permits in compliance with legislative requirements and internal policy
- Support drafting and reviewing of staff contracts and correspondence
- Provide key administration support as needed when the Office Manager is on leave, including issuing/renewing access passes and IT accounts to staff and new joiners.
- Support broader operations and compliance efforts and People and Culture projects and initiatives as needed

Support to the Office of the CEO

- Lead on calendar management and logistics for staff events (e.g., all-staff meetings and huddles, Executive Team meetings and huddles, social events and celebrations), working closely with the Manager, People and Culture and the Executive Assistant to the CEO as needed on areas such as agenda preparation, calendar and room bookings, and catering orders
- Support the Executive Assistant to the CEO to manage the Foundation Executive Assistant email inbox, particularly with regards to coordination and tracking of VIP invitations and RSVPs for RCH Foundation events
- Assist the Office of the CEO with administrative tasks and event support as needed including diary management, event preparation, and events set up and pack down

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Essential:

- Tertiary qualifications in Human Resources Management or relevant area
- Minimum two years' experience in People and Culture
- Understanding of employment laws, regulations and HR best practices
- Dedication to delivering a best-practice People and Culture offer organisation-wide
- Excellent organisation skills, with a proactive approach and the ability to manage a calendar of events
- Excellent written and oral communication and strong interpersonal skills
- Outstanding attention to detail with a high level of accuracy
- Ability to maintain a high degree of discretion, diplomacy and confidentiality
- Advanced knowledge of Microsoft Office Suite
- Clear understanding of and personal commitment to the mission and values of the RCH Foundation

Desirable:

- Bachelor's degree in human resources
- Experience in recruitment and/or learning and development operations/administration
- Experience in a fundraising or other NFP organisation
- Experience using a HRIS

KEY SELECTION CRITERIA

- Experience and aptitude in working at a hands-on, operational level to coordinate elements of the employee lifecycle
- Excellent organisational and calendar management skills, including planning and ability to quickly adapt to change
- Demonstrated ability to build and maintain working relationships with key internal and external stakeholders, including trusted stakeholder relationships

- Experience in providing a best-practice, timely People and Culture service to all staff
- Experience in continuous improvement of People and Culture systems or processes, to increase performance or to create change
- Highly organised, detail-oriented, and solutions-focused, with strong problem-solving skills
- Excellent verbal and written communication skills including experience producing presentations and data reporting
- Ability to work autonomously when needed and collaborate with teams across the organisation

TERMS AND CONDITIONS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children's Check throughout their employment
- It is a condition, and inherent requirement, of your employment that you are, and remain, fully vaccinated against COVID-19 with booster shot
- The position is part-time ongoing (three days per week). There will be a six-month probationary period
- There will be a requirement to work outside of normal hours on limited occasions for fundraising events and activities. Allowance is made for reasonable time-in-lieu.
- Enhanced leave entitlements, including:
 - Three bonus days of leave between Christmas and New Year for the office close-down period
 - Two additional days of leave per year to support staff wellbeing and mental health
 - Two additional days of personal leave per year
- Flexible working hours and conditions are offered, including a hybrid working model

IMPORTANT INFORMATION

VALUES

Integrity – Moral, Ethical, Honest, Transparent and Trustworthy

- We show integrity in all our interactions.
- We build trust with our communities by being transparent and by respecting our donors, suppliers, and colleagues.

Gratitude – Gratitude and appreciation guide what we do

- We are grateful to work in an organisation where young lives are being changed.
- We appreciate the generosity of our donors, the support of our colleagues and the respect of our community.
- We are grateful for the love the community demonstrates for our children.

Innovation – Change and creativity are central to who we are

- We empower each other to explore new ways to innovate and change.
- We support medical innovation, and we enable the RCH to break new ground.

Excellence – Beyond best practice

- We hold ourselves to the highest standard.
- We are professionals in our field with a burning desire to pursue excellence.
- Our action orientation coupled with reflective practice drives growth and leads to significant impact for the hospital and our donors.

The RCH Foundation is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTIQ+ community and people with disability.

Commitment to child safety

The welfare of children will always be the RCH Foundation's first priority, and it has zero-tolerance towards to any actions, behaviours, words or sentiments that may cause harm, including child abuse. Policies and practices are sensitive to the protection of children and, wherever there is contact with children and their families, the aim is to create a child safe environment.

The RCH Foundation is committed to the principles of cultural safety and inclusion of children from diverse backgrounds, and to the safety and inclusion of children with disability and recognises that these principles support the safety of all children.

AGREEMENT TO THIS POSITION DESCRIPTION

Signed by the Chief Executive Officer

Ryan Brown

Signed by the Appointee

[Applicant Signature]

Position description last updated

July 2026