

Position description

Position title:	Recruitment & Retention Consultant
Reports to:	Recruitment & Retention Manager
Program area:	People & Workplace Services
Location:	Melbourne CBD on Wurundjeri Country
Classification:	WVR 3.2 - 32AO5C
Position type:	12 month Fixed term (parental leave backfill)

Position Summary

As a Recruitment & Retention Consultant, you will play a key role in helping Victoria Legal Aid (VLA) assist Victorians with their legal issues. You will support VLA in building the capability and culture needed to deliver high-quality services for the Victorian community, by helping teams find, attract and retain the right people.

You will partner with hiring managers to deeply understand their requirements, bring your valuable insight of hiring trends into the talent market, and design smart and tailored recruitment solutions which allow you to develop and maintain a robust pipeline of skilled candidates. Your work will directly contribute to the delivery of safe, effective and inclusive services across VLA by ensuring a quality hire every time.

This role supports the delivery of a consistent, inclusive and candidate-centred experience, while contributing to the improvement of recruitment processes and hiring manager capability.

Responsibilities

1. **Own end-to-end recruitment delivery:** Manage sourcing, assessment, selection and onboarding of skilled candidates across a portfolio of roles. Be the main point of contact for hiring managers and candidates.
2. **Provide project delivery expertise** and administrative support in broader HR, workforce &/or talent projects, including service expansion and new lawyers and other pathways programs.
3. **Be a trusted recruitment partner:** Build strong relationships of trust with hiring managers to understand team context, role requirements and workforce plans. Stay informed of hiring trends and use your in-depth knowledge to co-design innovative recruitment strategies that meet their needs and deliver high-quality hires.
4. **Proactively source talent:** Identify, engage and build and maintain a robust pipeline of skilled candidates using social media, advertising, networking, and direct approaches. Utilise your robust pipeline of skilled candidates to source quality hires for high-demand or recurring roles.
5. **Drive recruitment capability uplift:** Educate and support hiring managers to build confidence and capability in inclusive interviewing, candidate engagement, and informed decision-making.

6. **Champion positive candidate experience:** Ensure every candidate has a positive, inclusive and transparent experience, regardless of the outcome and drive VLA's reputation as an employer of choice.
7. **Improve recruitment operations:** Utilise systems and data (e.g. ATS reports) to streamline processes, monitor recruitment effectiveness, and recommend improvements.
8. **Contribute to and support broader People initiatives:** Contribute to projects and programs under VLA's Diversity, Equity and Inclusion framework, and deliver related resourcing, career development and workforce planning activities. Participate in career fairs and talent outreach events as required.

Essential standards and capabilities

The following standards and capabilities are **mandatory** and are required to perform the duties and responsibilities of this position.

- Substantial in-house recruitment or talent acquisition experience, preferably in a public sector or regulated environment.
- Highly experienced in the use of Applicant Tracking or e-recruitment systems (Springboard preferred) as well as experience using HR Information System (HRIS)/Human Capital Management (HCM) systems.
- Project delivery experience in Recruitment or wider People & Culture contexts.
- You must have the right to work in Australia (i.e., be an Australian or New Zealand citizen, permanent resident, or hold a valid visa).
- Minimum 2 days per week in-office attendance, including Tuesdays and Thursdays at 570 Bourke St, Melbourne, or other VLA office if agreed.
- It is a requirement that all VLA employees reside in Victoria, or a nearby border community, and can attend for office-based days at their primary work location. From time to time you will be required to travel between various office locations to deliver quality services to our clients or for professional development.
- All appointments are subject to reference checks and pre-employment screening.
 - You will be required to undertake a police check during pre-employment screening or at any point during employment with VLA.
- All staff at VLA are expected to champion proactive and positive health and safety practices in the workplace by raising health, safety and wellbeing issues or concerns with managers and colleagues. Staff are required to observe all safe work procedures, rules and instructions, and take all reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.

Key selection criteria

1. **Proven experience managing end-to-end recruitment**
Demonstrated ability to deliver full-cycle recruitment services, including sourcing, screening, shortlisting, interviewing, and onboarding, preferably within an internal or in-house recruitment team. Experience with diverse roles and proactive sourcing approaches.
2. **Talent market insight:** Maintaining a working knowledge of sourcing trends, candidate behaviours, and employment branding. Proven experience using data to inform strategy and improve outcomes.

3. Ability to build strong stakeholder relationships

Experience partnering with hiring managers to understand their requirements and deliver tailored and effective recruitment strategies. Strong interpersonal and communication skills and confidence working with hiring managers at all levels. Proficient in advising, influencing and coaching managers to adopt more effective recruitment practices.

4. Proactive sourcing and talent pooling skills

Demonstrated experience using a range of proactive sourcing methods (e.g. social media, networking, talent pools) to identify and engage quality candidates in competitive or hard-to-fill markets. Proven ability to build, maintain and utilise a robust pipeline of skilled candidates.

5. Service mindset, with commitment to customer experience and inclusive practices

Focused on delivering high-quality, positive, professional and inclusive recruitment experience for all candidates and managers. Can prioritise and manage multiple roles while keeping stakeholders engaged. Deep understanding of and commitment to equitable and culturally safe recruitment practices.

6. Cultural sensitivity and understanding

Strong understanding of diversity and inclusion principles in recruitment, including an understanding of the issues and barriers to employment experienced by Australian First Nations people and a demonstrated ability to develop and promote culturally safe recruitment practices.

7. Strong organisational and project management skills

Able to manage multiple roles and competing priorities in a fast-paced environment. Delivers high-quality work on time and with attention to detail.

8. Clear and confident communication skills: Excellent interpersonal, written and verbal communication skills. Able to communicate clearly and professionally with a diverse range of candidates and internal stakeholders at all levels.**9. Data and systems fluency:** Experience using e-recruitment systems (Springboard or similar), sourcing platforms (LinkedIn Recruiter, etc.), Microsoft 365 and data analysis tools such as Power BI. Adept in using data to support decision-making, track progress, report outcomes and support process improvement.**10. Values and purpose alignment:** A knowledge of the general business of VLA and a commitment to our vision and values to enable the identification and sourcing of candidates who drive these values

Organisational context

Victoria Legal Aid is a cornerstone of Victoria's justice system, delivering essential legal services to the community.

We provide legal advice, dispute resolution, representation, information and advocacy services to hundreds of thousands of Victorians each year for criminal, civil, family violence, child protection and family law problems. We ensure people have access to legal services close to where they live, across metropolitan, suburban and regional locations.

Through non-legal, early intervention and dispute resolution services, we support people to understand their rights, participate in decision-making and resolve matters. We work closely with partners to influence policies and challenge unfair laws and practices to make our society fairer for everyone.

By coordinating legal assistance and information, resolving issues early and supporting people through court processes when necessary, we help prevent problems escalating and reduce harm. We target our efforts and limited resources to help those with the greatest need.

Community Legal Information and Corporate Services (CLICS)

Our CLICS Vision

Our contribution to clients, a strong legal assistance sector and the community is delivered through **progressive, connected** and **adaptable** services and a **knowledge of the systems** in which we work.

Our CLICS purpose

To improve access to justice, we provide high quality information, education and corporate services that empower and enable.

Our CLICS Service approach

We aim to be a strong and reliable partner.

We focus on achieving the best outcomes for VLA clients and the community. Guided by our values of fairness, care, courage, and inclusion, we place clients at the centre of everything we do. We are committed to innovation and continuously improving our services. Our service approach is built around three key principles:

1. **Understanding:** We take the time to learn about your needs so we can find the best solution.
1. **Accessible:** We make it easy for you to find and use the services you need.
2. **Responsive:** We provide a timely response to your problem or request and provide clear guidance on next steps

People and Workplace Services

Part of CLICS, the People and Workplace Services (PAWS) team support the development of VLA's people and our culture by ensuring VLA has effective staff, working within good processes and is supported by a productive culture based in our values.

Working with VLA's people, we establish human resource management and organisational development processes and practices that meet our regulatory obligations and reflect our values, support VLA's strategic workforce direction and drive the adoption of contemporary people management practices.

Our PAWS functions include:

- Health, Safety and Wellbeing
- Learning and Organisational Development
- Advisory, Resourcing and Payroll: Recruitment & Retention; Business Partnering and Advisory Services; Payroll Services; Payroll Compliance; and Employment and Industrial Relations
- Diversity, Equity and Inclusion
- People and PAWS Projects
- Built Environment

Our VLA vision and values

Vision

Fair and inclusive justice where people have access to help, and laws and systems work for everyone.

Purpose

To help Victorians resolve legal problems and protect their rights, and to work with partners to improve laws and systems so they are fairer and more accessible.

Values

Our values are central to how we make decisions and deliver services. They guide our everyday actions, influence how we respond to legal need, and shape the way we work with clients, partners and each other.

Fairness

We are committed to fairness in society and facilitating fair and equitable access to legal and related support.

Care

We care about our clients and the community, and we approach our work with an awareness of the effects that trauma and discrimination can have. We treat each other with kindness and respect.

Courage

We approach our work with strength and confidence. We are guided by our values and what matters most to our clients and society.

Inclusion

We provide an inclusive environment for clients, staff and partners.

VLA is an Equal Opportunity Employer committed to promoting a diverse and inclusive workforce.

We strongly encourage people from diverse backgrounds and abilities, including First Peoples and refugees to apply for positions within our organisation. We will make reasonable adjustments to enable everyone to participate in our recruitment processes and to work productively and safely.

It is a key priority of VLA to support principles of self-determination by increasing employment of First Peoples across all areas of VLA. We recognise that our workforce can benefit from the unique knowledge, skills and expertise of a diverse workforce including First Peoples and in achieving a culturally safe and responsive service for our clients.

VLA is a Child-Safe organisation

VLA is committed to the safety and wellbeing of children and recognises that children's rights need to be respected, their views welcomed and valued, and their concerns taken seriously. We additionally

acknowledge and appreciate the diverse and unique identities and experiences of Australian First Peoples children, which we respect and value.

Position Description approved by People and Workplace Services

Position Title: People Business Partner

Date approved: January 2026