



Position Description

Position Title	People and Culture Coordinator
Portfolio	People, Culture & Engagement
Area	People and Culture
Reports To	Team Leader P&C Operations

Organisation Purpose

Our vision at the Brotherhood of St. Laurence (BSL) is an Australia free of poverty. Our purpose is to advance a fairer Australia through our leadership on policy reform, our partnerships with communities, and the quality of our services.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, industry and communities to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our services that support financial wellbeing. We research the causes and effects of poverty and connect research, practice and policy to advocate national, state and local policy responses to poverty.

BSL values diversity and inclusion with regard to our staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all people to be supported, respected, safe and empowered.

Portfolio Purpose

The People and Culture function is responsible for delivering strategic and operational people related strategies and services to the organisation to enable an inclusive, effective, efficient and agile organisation.

We are embarking on a transformational journey reviewing current people practices, processes and systems to create a service environment that supports the delivery of

inclusive, agile, responsive and robust services that will enhance the employee experience.

Position Purpose

The People and Culture (P&C) Coordinator will be responsible for managing employee lifecycle processes such as posting job advertisements, issuing employment contracts, onboarding, maintaining personnel records, and ensuring compliance with HR policies.

This role will respond to queries from employees and people leaders within the organisation regarding HR related matters and provide first level advice on policies and processes. The P&C Coordinator will also contribute to projects focused on upgrading or developing existing and future P&C systems and processes.

Key Responsibilities

P&C Initiatives

- Provide first level advice, responding to queries from employees and people leaders within the organisation regarding HR related matters such as interpretation of awards, Enterprise agreements, and policies; ensuring advice is in line with guidelines and legislation.
- Post job advertisements and manage BSL's applicant tracking system (PageUp), while providing administrative support to the business throughout the recruitment process.
- Triage and escalate complex HR queries to the appropriate P&C team.
- Perform general HR activities, such as generating employment contracts and other employment-related letters, updating changes to employment conditions, and distributing staff exit surveys.
- Generate and maintain HR reports pertaining to WGEA, non-compliance, and any other adhoc reporting requested by the Team Leader P&C Operations.
- Create and maintain staff files throughout the employment lifecycle.
- Support with broader HR initiatives such as HR audits, service recognition events, and staff engagement survey activities.
- Split and process invoices through BSL's finance system.

Stakeholder Management

- Work collaboratively with payroll, HR advisors, HR business partners, and other teams within P&C to achieve common goals.

- Build and maintain effective relationships with internal stakeholders to understand workforce needs, provide timely HR advice, and ensure alignment with organisational policies and procedures.
- Proactively engage with stakeholders to understand their needs and expectations, ensuring clear communication and avoiding unnecessary escalation.

Continuous Improvement

- Identify opportunities for process improvement and present practical solutions directly to the Team Leader P&C Operations for consideration and implementation.
- Support the Team Leader P&C Operations with projects relating to the upgrade or development of existing and future P&C systems and processes.
- Develop and maintain standard operating procedures for all processes managed by P&C Operations.
- Support the Team Leader P&C Operations in maintaining a knowledgebase of frequently asked questions in the FreshService ticketing system.

Other Duties

- Other duties as required

Scope of Responsibility

Direct Reports:

- N/A

Indirect Reports:

- N/A

Key Selection Criteria

Career Experience:

- At least 2 years of experience in a similar HR role or broad administration role.
- Previous experience working with an Applicant Tracking System.
- Proven working knowledge of MS Office programs including Word, Excel and Outlook.
- Knowledge of the National Employment Standards and ability to comply with all legislative requirements.

Personal Qualities:

- Well-developed interpersonal and communication skills with the ability to liaise across all levels both internally and externally.
- Strong problem solving and decision-making skills.
- Self-organised and able to manage competing priorities with an ability to multitask in a fast-paced environment
- Demonstrates accountability, initiative, and the ability to adapt in a dynamic environment.
- Strong attention to detail, and an ability to maintain a high degree of discretion, confidentiality, and professionalism.
- A commitment to maintaining and supporting child safety, equity, inclusion, and cultural safety.
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence.

Qualifications/Other:

- Relevant tertiary qualifications in Human Resources are desirable.

Mandatory Employment Criteria

- Proof of eligibility to work in Australia is required.
- A satisfactory Police Check is required. BSL will support successful candidates in this process.
- A Working with Children Check is required for this position. BSL will support successful candidates in this process.

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur, and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.