

Position Description

Position Title: People Experience Administrator

Position Number: POS247 & POS837

Reports To: People Experience Manager

Location: The Hub

PD Number: PDPAC011

Classification: Band 3

Organisation Overview

Launch Housing is passionately committed to achieving our vision of ending homelessness and providing a strong focused voice on homelessness driven by our values; empowering, adaptable, courageous and caring.

We are Melbourne's largest independent secular specialist homelessness organisation and the 'go to' organisation on homelessness for government, media, philanthropy, supporters and the community.

From providing high quality housing and an innovative range of support, education and employment services, we bring solutions to homelessness under one roof for thousands at risk of, or experiencing the crisis and trauma of homelessness. Clients are at the centre of everything we do and are actively and meaningfully involved in the design, delivery and evaluation of services as well as our policy development, public advocacy and fundraising.

Through partnerships, research and evidence-based approaches, we will continue the tradition of pioneering new methods and fresh ways to develop solutions at scale, and to make Melbourne a world leading city in ending homelessness.

Launch Housing is an Equal Opportunity employer and supports accessible working arrangements for all. This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, people with a lived experience of homelessness and people who identify as lesbian, gay, bisexual, transgender, gender diverse, intersex or queer.

To find out more, visit our website at launchhousing.org.au.

Position Overview

Reporting to the People Experience Manager, the People Experience Administrator is a key member of the People team, responsible for delivering high-quality administrative support across the full employee lifecycle. This role plays a central part in ensuring people-related processes run smoothly, efficiently, and in alignment with organisational timelines and standards.

The Administrator works closely with managers and team members to support a wide range of people initiatives, including onboarding, offboarding, employee engagement, and general HR operations. With a strong focus on service delivery, the role helps maintain accurate records, supports compliance with internal processes, and contributes to the continuous improvement of systems and procedures.

In addition to their primary reporting line, the Administrator has a dotted line to the Learning & Development Manager, supporting the coordination and delivery of training activities. This includes managing training logistics, liaising with external providers, maintaining the Learning Management System (LMS), and ensuring a seamless learning experience for staff.

This is a dynamic and collaborative role that supports the creation of a positive and engaging employee experience, while also contributing to the growth and development of our people.

Launch Housing Leadership Framework

At Launch Housing, we believe that leadership is not defined by position or title – but by the mindset you bring and the actions you take. We also believe that leadership is learnable – that there is a body of knowledge, skills and dispositions associated with leadership that can be learned.



The Launch Housing Leadership Framework outlines the key expectations and behaviours required for effective leadership at every level. This role is aligned to the Leading Self proficiency level within the framework, reflecting the responsibility to demonstrate professionalism, personal accountability, self-awareness, and continuous development.

Key Outcomes

People Experience Operations & Administration

Success will look like:

- All staff lifecycle documentation (e.g. offers, onboarding, offboarding) is issued accurately and within agreed service level timeframes.
- Employee records and systems (e.g. Pando, Lever, Damstra) are consistently maintained, up to date, and compliant with organisational and legal requirements.
- Managers and staff receive timely, accurate responses to queries, with appropriate escalation when needed.
- Safety screening, right-to-work checks, and accreditation tracking are 100% compliant, with proactive follow-up and timely escalation to the People Experience Advisor or Manager when issues or expiries are identified.
- Contributions are made to continuous improvement initiatives, including identifying and implementing process enhancements.
- Providing administrative support across the broader People team, including supporting projects or activities across multiple functional areas such as Diversity, Inclusion & Belonging and the Health, Safety & Wellbeing Team.

Learning & Development Administration

Success will look like:

- Provide pre and post course administration including training session logistics, liaising with training providers, waitlist management, attendance marking and assisting facilitators with room set up.
- Maintaining the LMS including course creation, ensuring accurate data entry, troubleshooting of system errors, and supporting staff with LMS-related queries.
- Generating reports on training program participation and completion rates and providing data to support L&D decision-making.
- Invoices are processed promptly and accurately, ensuring timely payments to training providers.
- Internal and external stakeholders experience responsive, professional service and clear communication regarding training activities.
- Shared inboxes related to training administration are monitored and managed proactively to ensure no queries are missed or delayed.

Collaboration, Culture & Organisational Contribution

Success will look like:

- Actively engaging in continuous improvement within your team and across the organisation.
- Building and maintaining strong, respectful relationships with colleagues, clients, and external partners.
- Behaving in accordance with all Launch Housing policies and procedures, including the Code of Conduct and Child Safe Code of Conduct.
- Translating Child Safe Standards into day-to-day practice to ensure a child-safe environment is maintained at all times.
- Contributing to a safe, inclusive and supportive workplace where everyone feels valued, respected and heard.
- Demonstrating professionalism, empathy and discretion in all work-related interactions.
- Handling personal and organisational information with care, confidentiality and integrity.
- Sharing knowledge and supporting the capability and development of others across the organisation.
- Participating in organisational initiatives, working groups or projects aligned with Launch Housing's values and strategic goals.
- Undertaking other duties as required, aligned with organisational priorities and operational needs.



Position Characteristics

Skills, Knowledge, Experience, Qualifications and/or Training

Incumbents in this position will undertake ongoing up-skilling both internally and externally. This position requires the following:

- Limited specialised knowledge related to the work area
- Extensive knowledge of work practices and policies relevant to the work area
- Working knowledge of statutory requirements relevant to the workplace
- Working knowledge of their workplace function and operation
- Working knowledge of administrative practices and procedures
- Working knowledge of wider organisational structures and functions

Organisational Relationships

Level of Supervision

The position is supervised on a general basis, except where supervision is not required by the nature of the responsibilities being undertaken.

Level of Direction

Works under general direction.

Availability of Assistance

Assistance available when required and when problems occur.

Extent of Authority

Level of Management Responsibility

Nil.

Involvement in the Development or Creation of Work Practices and Procedures

May contribute to matters for which there are no clearly established practices and procedures.

Involvement in the Preparation of Budgets and Financial Reporting

Nil.

Freedom to Act

Freedom to act within established guidelines.

Monitoring of Work Outcomes

Work outcomes are monitored regularly depending on complexity.

Provision of Assistance

This role is not required to provide assistance to lower classified employees.

Problem Solving

Solutions to problems may require the exercise of limited judgment, with guidance to be found in procedures, precedents and guidelines.



Key Selection Criteria

- Demonstrated administrative experience, preferably within HR, Learning & Development, Safety, or Recruitment environments.
- Excellent interpersonal and customer service skills, with the ability to build effective working relationships with internal and external stakeholders.
- Strong organisational and administrative skills, including high attention to detail, time management, and the ability to manage competing priorities.
- Proven ability to handle sensitive and confidential information with discretion and professionalism.
- Experience monitoring shared inboxes and escalating queries appropriately to ensure timely resolution.
- Demonstrated ability to work both independently and collaboratively within a team environment.
- Commitment to continuous improvement and a proactive approach to streamlining processes and systems.
- Understanding of, or a demonstrated commitment to upholding, Child Safe Standards in the workplace.
- Strong communication and interpersonal skills, with the ability to engage effectively with people from diverse backgrounds.
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

