

<b>POSITION:</b>	People, Culture and Payroll Administrator
<b>REPORTS TO:</b>	Chief P&C Officer
<b>DIRECTS REPORTS:</b>	None
<b>KEY RELATIONSHIPS:</b>	Internal - Manager Trauma Counselling, Manager Crisis Response, Senior Practitioners, frontline staff, People and Culture team, Quality and Risk team  External - external telephony supplier (Mitel), external IT supplier (Powernet), Smart Salary, Accesspay
<b>POSITION STATUS:</b>	Maximum term to 30 June 2023

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## ROLE PURPOSE

The P&C Administrator is responsible for providing professional and efficient administration support to the P&C team across all facets of the employee life cycle. Acting as the first point of contact for P&C operational matters, the P&C Administrator is pivotal in providing a positive, professional and efficient service across the organisation.

## KEY RESPONSIBILITIES

Ensure all employees have the tools they need to perform effectively through the day to day administration of P&C activities including:

- Create and maintain IT and telephony accounts for all new starters ensuring these accounts are active prior to their on boarding
- Coordinate the allocation and collection of IT and Telephony hardware and software across the employee lifecycle including headsets, laptops and mobile phones
- Coordinate the allocation and collection of security passes and office keys across the employee lifecycle
- Create and maintain all employee data including electronic personnel files, HRIS spreadsheet and communicate this data to payroll ensuring accurate and real time changes are reflected in the payroll system
- Act as the first point of contact for all P&C related queries and escalating these as required
- Drive and coordinate key milestone processes and provide reminder notifications across the employee life cycle including probation review meeting and related correspondence, increment anniversaries and letters, on and off boarding activities

- Provide general administration support to the P&C team for matters relating to recruitment and on boarding, employee departures and terminations, performance management, remuneration reviews and Health, Safety and Wellbeing/Workcover including:
  - Perform and monitor compliance screening for Reference checks, National Police checks, Working with Children checks and Australian working rights checks including monitoring of renewals
  - Co-ordinate the induction program for new starters
  - Create and coordinate new starter kits
  - Maintain the Recruitment and P&C email inbox, responding in the first instance and referring matters to the appropriate P&C team member when necessary
  - Maintain electronic and hard copy employee records including printing, scanning, uploading collating and filing of documentation
  - Maintain employee records/personnel files on payroll related matters
  - Collect, record and report all Incidents/Injuries within the Incident Register
  - Coordinate First Aid, Fire Warden and related OHS training and maintain records
  - Archiving of P&C documentation in accordance with legislative requirements
  - Assist in the drafting of and placement of job advertisements in the chosen media
- Maintain an up-to-date central register of student placements across the organisation
- Coordinating the approval of P&C invoices and passing onto Finance for payment
- Act as the first point of contact for all callers and visitors to the office as directed by the Office Administrator
- Support reception and relieve the Office Administrator as required
- Provide support as required to learning & development and other areas of the organisation

## OTHER REQUIREMENTS

- Build and maintain positive relationships with a broad range of stakeholders
- Regularly attend and positively contribute to team meetings
- Complete mandatory and other training as required
- Abide by all organisational policies and procedures, and workplace conduct and safety obligations

## KEY SELECTION CRITERIA

### Essential

- Willingness to commit to the living expression of **safe steps** values: courageous, feminist, empowering, ethical respectful, collaborative, reflective.
- Demonstrated experience in delivering a broad range of P&C practices and activities on a day to day basis as well as focus on delivering high level customer service

- A high level of proficiency in administration functions including attention to detail and accuracy in documentation and data entry
- Well-developed organisational and time management skills with the ability to plan workload, prioritise and meet deadlines in a fast paced and dynamic environment
- Ability to identify and resolve problems and make appropriate recommendations
- Demonstrated knowledge and competency in Microsoft Office Programs including Word, Excel and Outlook as well as working with P&C IT systems
- Excellent communication, interpersonal skills with the ability to build effective relationships and liaise across all levels both internally, externally and with people from diverse backgrounds
- Willingness to undergo a Working with Children Check and National Police Check

**Desired**

- Completion of or working towards completing a vocational or tertiary qualification in Human Resources
- Experience in health or social services settings, particularly women’s services or family violence

**STAFF ACKNOWLEDGMENT**

This position description is subject to review and may change in accordance with the needs of **safe steps** Family Violence Response Centre, its operations, and its clients and supporters.

I have received, reviewed and fully understand the position description.

Employee Name	
Employee Signature	
Date	