

Position description

Position title:	People and Culture Officer
Date of last revision:	July 2022

1. Purpose

Reporting to the Chief People Transition Officer, the People and Culture Officer will undertake duties and tasks for key people, culture and wellbeing functions, processes and projects including contract delivery and supporting transition and college related activities as required. The role is responsible for a variety of portfolio areas and utilises generalist experience, knowledge and skill.

2. Essential duties and responsibilities

Essential duties and responsibilities include providing high level generalist people and culture support including the following, other duties may apply:

2.1 Provide accurate and timely advice across a range of generalist human resource, people and culture matters

- a) in conjunction with the relevant line manager, undertake and advise on grievance and complaint procedures
- b) in conjunction with the relevant line manager, undertake performance improvement and/or disciplinary processes and
- c) provide advice and recommendations on overflow advisory issues and in relation to human resource matters including the interpretation of policies, procedures and relevant legislation and escalating where necessary to the Chief People Officer.

2.2 Injury management

- a) managing injuries and return to/recover at work requirements and
- b) coordinating work desk assessments on referral.

2.3 Carries out tasks and responsibilities within the recruitment, onboarding and exiting process

- a) providing promotional orientations to leaders
- b) supporting the overflow of recruitment and onboarding including temporary appointments and contractors as needed and
- c) supporting the overflow related to employee exiting as needed.

2.4 Other generalist duties as required

- a) prepares employee letters, mail merges
- b) assists with employee reviews
- c) updating policies, processes, documents, templates and forms
- d) processing documentation
- e) preparing reports and surveys
- f) compiling and updating employee records and personnel folders
- g) maintenance of various employment related records, databases and filing systems.

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2.5 Other duties and tasks as specified by the Chief Program Transition Officer

- high level and accurate administrative and generalist and people, culture and wellbeing support to the people, culture and wellbeing team or function(s)
- managing portfolio areas as allocated and
- assisting the Chief People Officer with various research projects and/or special projects from time to time.

3. Task specification

Task name	% Total work
Provide accurate and timely advice across a range of generalist human resource, people and culture matters	40%
Injury management	15%
Carries out tasks and responsibilities within the recruitment, onboarding and exiting process	15%
Other generalist duties as required	15%
Other duties and tasks as specified by the Chief Program Transition Officer	15%
TOTAL	100%

4. Distinguishing factors and competencies

4.1 Skills and other attributes

Area	Description	Competency level required
Skills		
Computing	High level office computing skills including MS Office applications:	
	• MS Word	Very High
	• MS Excel	High
	• MS Outlook	High
	• MS PowerPoint	High
	• Adobe/Nuance	Medium
	• Web browsing	High
Communication	• Database incl HRIS (ConnX)	High
	Written and verbal communication skills	Very high
Customer service	Interpersonal skills	Very high
	External customer service skills	Very high
Coordination	Internal customer service skills	Very high
	Time management - ability to handle multiple tasks simultaneously	High
	Organisational and planning skills and the ability to plan and prioritise work to meet deadlines	High
	Demonstrates attention to detail, accuracy and thoroughness in work produced	Very high
	Problem solving skills	High

	Document and electronic filing systems	Very high
	Project management	High
Analytical	Synthesises complex or diverse information	High
Attitude and recommended characteristics		
Attitude and recommended characteristics	Propensity towards internal and external customer service	High
	Propensity towards being organised	Very high
	Works well in a team environment	Very high
	Propensity towards multidisciplinary task role and is flexible	Very high
	Keeps focussed and organised under 'reasonable' pressure	High
	Reacts well under 'reasonable' pressure	High
	Demonstrates respect for internal and external stakeholders and upholds organisational values	Very high
	Maintains professionalism and a positive and courteous manner	Very high
	Demonstrates sound work ethic	Very high
	Is reliable and dependable	Very high
	Exhibits an affirmative approach to the requirements of the role and organisational activity	Very high
Takes pride in presentation, quality and efficiency of work	Very high	
Complexity		
Complexity	Requires a high degree of customer service and organisational skills	Very high
	Performs a variety of tasks in a multidisciplinary environment	High
	Requires high level degree of judgment to perform a variety of job tasks that involve reference to multiple sets of standards and policies and confidentiality requirements	Very high
	Ability to cope with competing priorities and resources	High
Supervision		
Supervision	Requires the ability to be self-directed and work in a team setting	Very high
	Has the ability to work unsupervised	Very high
Safety		
Safety and Security	Observes safety and security procedures	High
	Observes the requirements under the Information Security Management System Charter and specific responsibilities	High
	Determines appropriate action when responding to safety and security matters	High

4.2 Knowledge

- Generalist human resource knowledge across the human resource lifecycle and generalist role.
- A sound understanding and proficient knowledge of relevant standards, legislation, policies.

4.3 Working conditions

- Performing multidisciplinary job functions.

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- Occasional disagreeable elements such as managing the coordination of competing tasks and priorities.

4.4 Physical demands

- Requires medium work demands of the office environment including some repetitive tasks.

4.5 Communicates with

- Management
- GP Synergy staff
- Relevant stakeholders including internal and external people such as candidates and referees.

4.6 Scope of authority

- Reports directly to the Chief People Transition Officer under the matrix reporting structure.

5. Qualifications

5.1 Education

- Qualifications/education in human resources related discipline.
- Recover at work or return to work certification (or equivalent).

5.2 Experience

- Relevant and current experience in a human resource generalist role.

6. Document Information

6.1 Source documents and cross references

GP Synergy Policies, Procedures and Employment Contract

6.2 Revision history

The following table shows the changes that have been made to this document.

Reviewer	Date	Comments
ND	July 2022	Created