

Employment

Position Description

Position:	Administration Assistant – People & Culture
Agreement:	<i>Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025</i>
Classification:	As per Enterprise Agreement
Status:	As per Contract of Employment
Qualifications:	Qualifications in Administration or Human Resources, and/or relevant administration experience. Demonstrated experience in the delivery of exceptional customer service is essential.

Position Objective(s)

This position is the first point of contact for all People & Culture related queries and provides a welcoming, friendly and professional P&C reception service. This position plays a key role in supporting the People & Culture Team with key administration functions, including processing and maintenance of employment records, registrations and compliance checks, collating data, accurate personnel file management and other general administrative duties as required.

Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, “nine pillars” have been identified.

One Team

We value and recognise individuality as a vital part of developing a unified voice.

Pride

We support pride and passion in our work and in doing so, we attract others who share our values.

Welcoming Workplace

We encourage warm, friendly and respectful interactions across all aspects of our service.

Yes Culture

We always start with 'yes' in every deliberation.

Customer Service

We ensure that customers feel engaged and valued in every interaction.

Innovation

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

Fun and Enjoyment

We recognise that fun and enjoyment are critical to success.

Safety

We actively promote safety through the provision of innovative and high quality training, monitoring of risk and compliance with OHS regulations

Social Purpose

Through the social conscience of our staff and consumers we actively engage with causes that impact our local community

Key Responsibilities and Duties

- Provide a welcoming, friendly and professional first impression for the People & Culture reception
- Maintain confidentiality around all matters at all times
- Provide general administrative support to the People & Culture Team including:
 - Overseeing the central employment email, triaging emails and responding to general employment queries.
 - Preparing general staff letters and correspondence
 - Collating entry and exit survey data
 - Preparing and sending correspondence relating to probation reviews and employment contracts
- Maintain an accurate and effective filing system for all personnel files
- Prepare and issue employee identification badges, name badges
- Oversee staff uniform returns and reissue according to needs
- Provide administrative support as required throughout the recruitment and on-boarding process. Communicate with staff, volunteers and managers to acquire relevant on-boarding documentation and submit to payroll for processing
- Monitor and maintain all employment compliance data bases (eg for Police Checks, NDIS, VISA, AHPRA, vaccinations, employee exits, parental leave and casual activity) including sending reminder correspondence and escalating non-compliance
- Updating People & Culture intranet pages as delegated

- Assist in coordinating events as required for example service awards and various training programs.
- Ensure supplies of stationary and other office supplies are maintained and order supplies as necessary. Follow up progress of invoices, orders or payments to ensure action occurs within the required timeframes.
- As required, provide volunteer administration support throughout the volunteer On-Boarding program which includes processing volunteer compliance documents, maintaining volunteer records
- Reporting: Prepare statistical reports and summaries. Input accurate data for reporting requirements within reporting time frames
- Conduct archiving tasks relating to personnel files of exited employee and closed recruitment campaigns
- Provide administrative support to the Operations Manager – People & Culture
- Perform any other duties to ensure the efficient operation of the People & Culture service

Organisational Relationships

Reports to:	Manager – Recruitment & Compliance
Supervises:	Nil
Internal Contacts:	All staff, consumers, families, volunteers
External Contacts:	Members of the public, potential candidates, contractors, suppliers, service providers

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Demonstrated ability to provide consistent friendly, professional and confidential customer service to all stakeholders
- Exceptional written and verbal communication skills
- Knowledge and experience with Microsoft applications (in particular Excel and Word)
- Advanced administrative skills demonstrating an attention to detail
- Ability to prioritise and complete tasks in an agreed timeframe
- Ability to work co-operatively with colleagues regarding administration support
- Capability to follow established procedures and perform tasks at a high standard
- Communicate with colleagues and key stakeholders to resolve problems and offer solutions

Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Commitment to demonstrating the values of The Lyndoch Way in everything you do
- Show initiative through willingness to provide ad-hoc administrative support to the broader People and Culture team as required.
- A focus to ensure a high level of accuracy of work is maintained whilst working within tight timeframes is essential
- A strong customer service ethos and commitment to quality and continuous improvement
- Capacity to interact empathetically with staff and consumers and communicate effectively
- Capability to work well autonomously and in a team environment, and to show initiative as appropriate
- Ability to seek and take direction
- Ability to apply discretion and escalate matters in a timely manner and to the appropriate person
- Ability to apply confidentiality at all times

General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures
- Participate in quality activities within the work area to improve the efficiency of the Department
- Participate in relevant training to ensure continued professional development for the betterment of the organisation
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities

Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)	
Signature	Date

Authorised by: Director of Innovation and Organisational Development

Date: September 2022