

<b>Position Title:</b> People and Culture Administrator	<b>Entity:</b> Indigo Australasia Inc (Indigo)
<b>Reports to:</b> People and Culture Business Partner	<b>No of Direct Reports:</b> 0
<b>Industrial Instrument / Job Level:</b> Common Law Contract - Tier Support	<b>Primary Location:</b> Nedlands
<b>Position Requirements</b>	
<p><b>Primary Purpose</b></p> <p>The People &amp; Culture (PC) Administrator provides administrative support with PC tasks and projects, across the employee life cycle including assisting with functions of recruitment, selection and appointment. The PC Administrator will be responsible for monitoring and triaging incoming and outgoing PC related communications and coordinating HR compliance.</p>	
<p><b>Key Accountabilities/Responsibilities</b></p> <p><b>Health Safety Wellbeing &amp; Environment</b></p> <ul style="list-style-type: none"> <li>• Comply with all health, safety and hygiene policies, systems, and WH&amp;S legislation to maintain an appropriate working environment</li> <li>• Ensure all incidents, accidents, injuries, hazards or property damage are reported. Identify any relevant safety improvements and work collaboratively with the Work Health and Safety program.</li> <li>• Contribute to a culture that supports wellbeing.</li> <li>• Promote EAP services to the wider Organisation</li> <li>• Support Wellness Programs</li> </ul> <p><b>Functional – (PC Administrator)</b></p> <ul style="list-style-type: none"> <li>• Management and triaging of the HR inbox escalating matters in a timely manner.</li> <li>• Sending staff communications regarding recognition milestones such as; birthdays, anniversaries, congratulations and sympathy.</li> <li>• Complete accurate compliance reports and assist with follow ups as required.</li> <li>• Assist in recruitment, selection and appointment administrative tasks as required, e.g. advertising the position, phone screening, interview booking, reference checking and actioning the selection outcome.</li> <li>• Manage uniform and name badge ordering and distribution.</li> <li>• Support and assist with on-boarding and off-boarding tasks including managing the creation and distribution of staff photo cards and making up induction packs.</li> <li>• Support the day-to-day management of the human resource information systems (HRIS) and e-learning systems as required.</li> <li>• Prepare/draft HR correspondence (eg: HR variation letters), maintain forms, letter templates and procedures &amp; processes.</li> <li>• Promote EAP services and assist with well-being program initiatives.</li> <li>• Communicate best practice in Human Resources (HR) across the Organisation and assist with the continuous improvement of HR policies, procedures and supporting tools.</li> <li>• Assist in the content creation and delivery of the Health and Wellbeing program.</li> <li>• Other support duties as required.</li> </ul>	

### **Operational**

- Build and maintain relationships internally with leaders and staff and externally with suppliers, regulators, customers and other external stakeholders
- Contribute to the Group's overall long-term strategy and annual business plans
- Contribute to, and demonstrate by example, the vision, mission and values
- Identify and implement improvement opportunities within the Group and participate in continuous improvement of the wider organisation by recommending sensible changes, innovative ideas and communicating issues that may affect the organisation
- Participate actively with colleagues to deliver integrated business outcomes
- Ensure cultural optimisation through identifying, implementing and driving fit-for-purpose cultural programs and embedding these within the Team and Organisation.
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace

### **Administration**

- Report on any functions of responsibility and ensure delivery of services and support within Service Level Agreements
- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures and associated processes are maintained and accessible in appropriate formats and designated locations
- Producing requested reports as requested
- Other general administration support.

### **Key Performance Indicators & Measures**

- **Meet expectations of position and activity based tasks and KPIs**

*Indicators of effective performance in the position. KPI's are to be SMART goals. They are identified in the PDR to be specific to the individual teams and the position in a specified point in time.*

### **Key Relationships**

*Key positions or groups with whom the individual will interact to perform the work of the position.*

<b><u>Internal</u></b>	<b><u>External</u></b>
<ul style="list-style-type: none"><li>• Leadership team</li><li>• PC and Corporate Services Teams</li><li>• All other teams in the organisation</li></ul>	<ul style="list-style-type: none"><li>• Corporate customers</li><li>• External stakeholders and partners</li></ul>

### **Key Behaviours**

Behavioural competencies or 'behaviours' are effectively attributes we display as we carry out our work, and 'how'. Below identifies **KEY competencies (6-12 key to the role)** integral to the success of this position and the organisation. For this job classification level key competencies critical for success will be **Operational Behaviours**.

<b><u>Strategic Behaviours</u></b>	<b><u>Leadership Behaviours</u></b>	<b><u>Operational Behaviours</u></b>
<input type="checkbox"/> Aligning Performance for Success	<input checked="" type="checkbox"/> <b>Adaptability/ Agile Approach</b> <input type="checkbox"/> Building Customer Loyalty	<input checked="" type="checkbox"/> <b>Applied Continuous Learning</b> <input type="checkbox"/> Marketing & Comms

<input type="checkbox"/> Analytical Thinking <input type="checkbox"/> Critical Thinking <input type="checkbox"/> Building Strategic Working Relationships <input type="checkbox"/> Change Management <input type="checkbox"/> Innovation & Creativity <input type="checkbox"/> Leading through Vision & Values <input type="checkbox"/> Strategic Decision Making	<input type="checkbox"/> Building Partnerships <input type="checkbox"/> Leading the Team – people centric <input type="checkbox"/> Coaching/developing others <input type="checkbox"/> Delegating Responsibility <input type="checkbox"/> Decision Making <input checked="" type="checkbox"/> <b>Information Monitoring</b> <input type="checkbox"/> Influencing /Negotiation <input type="checkbox"/> Managing Conflict <input type="checkbox"/> Project Management <input checked="" type="checkbox"/> <b>Digital capability</b> <input type="checkbox"/> Business Acumen <input type="checkbox"/> Growth mindset <input type="checkbox"/> Stakeholder engagement <input type="checkbox"/> Stress Tolerance/Resilience	<input type="checkbox"/> Build Trust <input checked="" type="checkbox"/> <b>Communication</b> <input type="checkbox"/> Client Liaison <input checked="" type="checkbox"/> <b>Demonstrates Initiative</b> <input type="checkbox"/> Energy <input type="checkbox"/> Formal Presentation <input type="checkbox"/> Gaining Commitment <input checked="" type="checkbox"/> <b>Legislative &amp; Industry Standards</b> <input checked="" type="checkbox"/> <b>Organisation &amp; Self Management</b> <input checked="" type="checkbox"/> <b>Quality &amp; Work Standards</b> <input type="checkbox"/> Results Focused <input type="checkbox"/> Safety & Environmental Excellence <input checked="" type="checkbox"/> <b>Teamwork</b> <input type="checkbox"/> Tenacity
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<b>General Assessed</b>			
Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit

<b>Work Related Requirements</b>			
<b>Knowledge &amp; Skills (Social, Personal &amp; Technical) &amp; Equipment</b> <i>The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position</i> <ul style="list-style-type: none"> <li>• Capability to build relationships and effectively communicate and build rapport with others.</li> <li>• Adopt change management activities and display adaptability, to achieve successful outcomes.</li> <li>• Ability to think and act operationally, exercising sound judgement based on procedural fairness and with consideration of risk.</li> <li>• Excellent time management and ability to prioritise and meet deadlines, sometimes working with incomplete information.</li> <li>• Strong attention to detail with the ability to maintain and be accountable for accurate records.</li> <li>• Sound understanding of customer relationship management with a customer service approach to P&amp;C.</li> <li>• Well-developed IT skills (Microsoft Suite) with ability to learn new systems.</li> <li>• HRIS, LMS or/and social media platform (eg: linkedin) experience (desirable).</li> <li>• Ability to apply a high level of confidentiality and discretion on all internal and external information.</li> <li>• Ability to work independently with own initiative as well as part of a team.</li> <li>• A proactive, can-do attitude and flexible approach to work</li> </ul>			
<b>Work Experience</b> <i>The type and extent of previous work experience that is necessary to perform in the position</i> <ul style="list-style-type: none"> <li>• Role/s in similar position and/or industry, with exposure to most of the functional areas encompassed by this role</li> <li>• Entry level role -Administrative experience and HR experience (desirable)</li> <li>• Experience or ability to work in a high paced or/and high-volume environment</li> </ul>			

<b>Qualifications &amp; Licences</b> <ul style="list-style-type: none"> <li>• Certificate or Degree qualification in HR or similar discipline (or) progressing towards one (or) relevant industry and positional experience</li> <li>• NDIS Worker Screening Check</li> </ul>
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**Extent of Authority**

Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.

Prepared & Approved By: Rebecca Emery and Lisa Karabin

Date Reviewed/Modified: 19/02/2024

\*All PDs should be sent to P&C for approval and uploading to SharePoint

Related Documents: **PD Work Instructions, Behaviours Guide**

**HR Use Only**

**Risk Assessed Role (NDIS Worker Screening Check) No, not NDIS risk assessed role**

C) A role for which the normal duties is likely to require more than incidental contact with a person with disability

Date the role was assessed: 14/09/2023 Assessed By: Lisa Karabin, People & Culture Manager