

POSITION DESCRIPTION

PEOPLE AND CULTURE ADVISOR



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

Location: Robina

Reports to: People & Culture Manager

Supervises: Nil

CHL Capability Band: #1

Primary Purpose:	The People and Culture (P&C) Advisor is the first point of contact for any HR related enquiries and assisting with recruitment and selection activities across The CHL Group. This role provides support to the People and Culture Business Partner (P&C BP) across the employee lifecycle and support project work/P&C initiatives.
Context:	This is an important role contributing to CHL's vision of a world without housing poverty and is a role model for CHL's values, vision and goals. Staff working at this level are expected to manage work practices for the health and wellbeing of staff and promote and adopt a balanced and positive approach to work.
Work Health & Safety:	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions.
Responsibilities:	<p>The P&C Advisor will provide best practice HR support, primarily by building effective relationships with managers to ensure managers have a sound understanding of CHL HR practices and follow company policy and procedure. This will be achieved by:</p> <p>Human Resources and Administration:</p> <ul style="list-style-type: none"> • Responding to HR queries via HR ticket system and provide advice to managers and employees, including assigning or escalating of matters • Support in the coordination of probation compliance, progress and completion • Review and endorse flexible working agreements in Protecht • Assist with the coordination of probity checks, including police checks, NDIS and working with children • Monitor the employee database and follow up on actions including fixed term contracts, maternity leave and employee changes • Assist the P&C BP in preparing HR/ER letters and employee correspondence • Assist with traineeship and apprenticeship administration • Prepare reports and data analysis as requested • Active participation in HR projects and initiatives as required • Other duties commensurate with skill and experience as delegated by the Chief People Officer or People and Culture Manager from time to time <p>Recruitment:</p> <ul style="list-style-type: none"> • Support the P&C BP in monitoring recruitment campaigns • Liaise with managers with regards to recruitment briefs to agree job requirements/specifications and confirm the recruitment process • Ensure that job requisitions have the necessary authorisations before the recruitment process commences • Create job adverts in conjunction with hiring managers and manage advertising campaigns through to completion • Assist managers in the development of position descriptions and associated interview guides/questions as required • Assist with shortlisting, phone screening and reference checking of candidates as requested by hiring managers • Process successful applicants to the onboard stage and ensure unsuccessful candidates have been notified prior to closing of jobs in the recruitment system • Ensure candidates Work Rights have been checked before verbal offers are made to successful candidates • Be the system support and trainer for the online recruitment system. Work with the vendor to resolve any issues.

	<p>Onboarding and Offboarding of Employees:</p> <ul style="list-style-type: none"> • Undertake exit interviews for exiting employees • Oversight offboarding of departing employees from the organisation to ensure a seamless exit from the business to include conducting 'exit interviews' with staff • Prepare quarterly reports on the candidate care and exit programs to include identifying emerging trends and patterns, evidence of early intervention strategies deployed and provide recommendations to improve the onboarding and offboarding experience
<p>Technical Skills, Experience & Qualifications:</p>	<ul style="list-style-type: none"> • Tertiary qualification in Human Resources Management or a similar field • Minimum 2 years' experience working in a HR Advisor role • Excellent written and verbal communication skills • Strong organisation and time management skills • High level of attention to detail • Intermediate level in using Microsoft Office (Word, Excel, PowerPoint, Outlook) • Commitment to the right of every person to good quality housing • Unrestricted current driver's licence • Satisfactory police check
<p>Key Capabilities:</p>	<p>Transition and Change - Implements change management processes and monitors progress. Translate change and innovation into practical strategies</p> <p>Continuous Improvement - Assist and guide others to address emerging challenges and strategies and risks and generate support for change initiatives and a continuous improvement environment</p> <p>Self-Awareness - Critically analyses own performance and behaviour, their impact on others and seeks feedback to improve</p> <p>Teamwork - Establishes a culture and supporting systems that facilitate information sharing, communication and learning</p> <p>Business & Political Acumen - Understands CHL's strategic direction and business goals and the political context. Understands the impact of external events and changing stakeholder needs on CHL</p> <p>Collaboration and Partnership – Builds and sustains positive relationships with team members, stakeholders and clients. Anticipates and is responsive to client and stakeholder needs and expectations</p> <p>Communication - Confidently communicates with a range of audiences ensuring messages are concise, articulate and impactful using the most appropriate methods of communication</p> <p>Service Delivery - Monitors work progress and manages priorities with a commitment to achieving quality outcomes. Uses experience and knowledge of work area to assist in the development of solutions for day-to-day problems</p>