

# Job Description

8 July 25



## P&C COORDINATOR People & Culture

**Reports to:** People Services Manager

**Direct reports to this position:** n/a

### **SBS Values, Vision and Purpose**

The P&C Coordinator is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures and practices. At SBS, we expect you to be audience obsessed, be bold and brave, embrace difference, participate fully and ensure that we look out for one another. We are all working together to fulfil SBS's purpose to create a more cohesive society.

### **Division Purpose – People and Culture**

We create amazing employee experiences.

### **Role Purpose**

This role is part of the P&C Advisory Team and is responsible for providing first tier support, administration and coordination to all employees, managers, and the broader P&C team throughout the employee life cycle. The role follows procedures and processes to ensure all first tier P&C queries and requests and administrative tasks are actioned and resolved within the established timeframes, working to automated and manual processes in a professional and compliant manner.



## Main Responsibilities

### ***Main tasks of the role***

- Act as a first point of contact for People & Culture (P&C) related enquiries, monitoring the P&C Help Centre and other P&C communication channels to resolve queries or redirect to the appropriate person as required
- Ensure the accurate, responsive and efficient administration of contracts, employee movements, changes, and exit activities within the required timeframes in accordance with procedures and generally defined work practices.
- Administer new employee onboards in accordance with set procedures, liaising with various stakeholders, and maintain all required employee records for employee files.
- Provide accurate information on SBS's Agreements, policies, procedures, codes or other P&C related matters, escalate problems or complex issues requiring further attention
- Provide exceptional customer service to our stakeholders, by acknowledging their query within the same business day and aim to resolve all allocated matters within required timeframes
- Coordinate and administer all compliance related matters including data and record maintenance and correspondence with key stakeholders and escalate non-compliance to the People Services Manager.
- Comply with WH&S responsibilities as outlined in SBS's Health and Safety Management System (SMS)
- Provide administrative support to tasks as assigned within the P&C team

### ***Minimum requirements of the role***

- Relevant Human Resource qualifications preferable, with 1+ year working within a People & Culture team and a introductory knowledge of employment legislation (eg. Contract, Enterprise Agreements)
- Strong customer service focus with exceptional attention to detail (both literacy and numeracy)
- Demonstrated organisational and coordination skills, preferably in a fast paced, volume environment
- Demonstrated strong communication skills both verbal & written
- Ability to resolve process issues quickly and accurately as they arise and with precision
- Demonstrate a positive and enthusiastic understanding of SBS's purpose and values and a commitment to a safe, secure, and diverse workplace.

### ***Financial accountability***

Nil.

### ***Key relationships with other roles and external stakeholders***

- Internal and external customers
- Wider P&C team
- P&C Team specifically Payroll and Consultants



Key Capability		
Capability	Level	Behaviour
<u>Adaptability and Flexibility</u>	Self	<ul style="list-style-type: none"><li>• Smoothly handles multiple demands and shifting priorities</li><li>• Deals with interruptions positively</li><li>• Modifies approach to suit different people</li><li>• Is open to different points of view</li><li>• Copes with organisational change positively</li><li>• Deals with a minimal degree of ambiguity in own role</li></ul>
<u>Coaching</u>	Self	<ul style="list-style-type: none"><li>• Is self-aware and understands own barriers to learning</li><li>• Shows willingness to overcome personal challenges to learning</li><li>• Improves performance by applying new skills</li><li>• Seeks regular feedback</li><li>• Identifies performance barriers in peers</li><li>• Applies active listening with patience and openness</li><li>• Knows when and how to use open and closed questions</li><li>• Exhibits a coaching style when working with others</li></ul>
<u>Communication</u>	Self	<ul style="list-style-type: none"><li>• Uses appropriate grammar</li><li>• Uses appropriate vocabulary</li><li>• Uses a suitable tone</li><li>• Speaks at a suitable pace</li><li>• Speaks clearly using minimal language</li><li>• Changes language to suit audience</li><li>• Provides full responses to questions</li><li>• Provides accurate responses to questions</li></ul>
<u>Customer Focus</u>	Self	<ul style="list-style-type: none"><li>• Follows through on customer/client inquiries, requests or complaints</li><li>• Distributes useful and up to date information to the customer/client</li><li>• Determines the needs of the customer/client through probing and listening</li><li>• Provides friendly, helpful service to the customer/client</li><li>• Makes sure there is a clear understanding of the customer/client's needs</li><li>• Offers appropriate solutions to the customer/client</li><li>• Prioritises work goals that impact the customer/client directly</li><li>• Diffuses customer/client problems</li></ul>
<u>Influence and Persuasion</u>	Self	<ul style="list-style-type: none"><li>• Uses reason, data, facts and figures to express ideas and opinions</li><li>• Provides well-reasoned arguments</li><li>• Presents features and benefits of an idea, plan, product or service</li></ul>



		<ul style="list-style-type: none"><li>• Is persuasive when required</li><li>• Identifies points of agreement and/or disagreement</li><li>• Clarifies understanding &amp; seeks commitment</li><li>• States own point of view whilst acknowledging &amp; respecting the views of others</li></ul>
<u>Relationship Building</u>	Self	<ul style="list-style-type: none"><li>• Establishes a connection with others</li><li>• Builds friendly, warm relationships that are mutually beneficial</li><li>• Maintains ongoing relationships that are mutually beneficial</li><li>• Shares relevant information with others</li><li>• Recognises the value of building and maintaining relationships</li><li>• Helps others achieve common goals</li><li>• Openly communicates with others</li></ul>

## Workplace Health & Safety

- Effectively promote and manage the work health and safety arrangements for the team as prescribed by the Health & Safety Management Arrangements.
  - Work Health & Safety Act (Cth) 2011
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  - WHS Hazardous Manual Tasks Code of Practice 2018
  - Work Health and Safety (How to Manage Work Health and Safety Risks) Code of Practice 2018
- Ensure employees are :
  - made aware of their WH&S responsibilities
  - have received adequate safety induction and other WH&S information, instruction and training to enable them to conduct their work safely
  - follow safe work practices
- Ensure the physical and psychological safety of the workplace under your control by:
  - ensuring regular workplace inspections are scheduled and conducted, involve the relevant HSR and recommendations made are actioned in a timely manner
  - ensuring compliance with the relevant standards and legislation in relation to purchase and provision of accommodation, furniture and equipment
  - identifying changes in the workplace/processes that may affect safety and ensuring that any associated risks are identified, assessed and controlled
  - verifying the effectiveness of control measures at appropriate intervals including monitoring compliance with safe operating procedures, site induction requirements and Permits to Work; and
- Ensure all WH&S reporting is accurately completed and submitted within specified timeframes and any follow up actions are completed
- Support/implement early intervention strategies and return to work programs.