PEOPLE AND CAPABILITY APPLICATIONS ADMINISTRATOR

Position Level: 4   Location: Perth   Effective: October 2024

Responsibilities

The People and Capability (P&C) Applications Administrator is responsible for managing the delivery and maintenance of P&C's systems and associated workflows including, but not limited to, recruitment, training, payroll, service desk and Oracle. The P&C Applications Administrator is also responsible for reporting and assisting with efficient and responsive support for people-related queries.

Reporting

The P&C Applications Administrator reports to the P&C Services Lead.

Accountabilities

Result Area	Major Activities
1. Safety and People	• Further a safe, inclusive, and collaborative workplace, that supports the mental health and wellbeing of self, and others. • Identify actions and changes that lead to Pilbara Ports continually improving its safe work environment; physically, psychologically, and culturally.
2. Integrated Management Systems	• Comply with the systems that ensure Pilbara Ports complies with all applicable codes including all legal and statutory requirements. • Comply with and demonstrate a positive commitment to organisational processes and ISO Management Systems including Quality, Environment, Safety and Information Security. • Ensure all statutory obligations are met, and standards are achieved.
3. Service and Support	• Respond to general enquiries received through the P&C helpdesk and systems and escalate or triage relevant issues to the appropriate P&C team member. • Coordinate, distribute and allocate employee and management requests via the P&C helpdesk. • Assist in the management, maintenance and update of all P&Cs systems including but not limited to Sharepoint, Pilbara Ports website, Objective, Oracle, LMS365 and Martian Logic. • Diagnose and resolve any minor technical issues, ensuring minimal disruption to P&C processes and workflows. • Report and follow up with managers in relation to contract end dates of employees, qualifications, job title changes and licence compliance. • Support the management of the organisational structure. • Assist in training employees in the use of the P&C Information Systems in consultation with the P&C Services Lead. • Carrying out systems administrative activities as required e.g. system maintenance, system testing, system/data checks, managing user access, new positions and onboarding and terminations of staff to the P&C system.

4. Data Management	• Ensure data integrity and accuracy by regularly auditing the P&C System data.
	• Assist in the input, update and validation of employee information and other P&C data.
	• Assist with reporting requests, in consultation with the P&C Services Lead such as Diversity and Inclusion, overtime, Employee Assistance Provider usage, payroll and training reports.
	• Run and prepare regular and ad hoc reports as requested
5. Other Duties:	• Undertake other duties such as recruitment and training activities as required by the People and Capability Services Lead and/or People and Capability Manager.

Selection Criteria

Qualifications:

- A tertiary qualification relevant to human services or human resources would be beneficial.

Personal Attributes:

- Behaviours that align with Pilbara Ports' values of Safety, Excellence, Teamwork, Integrity and Care.
- Demonstrated commitment to an inclusive work culture that encourages diversity and promotes employee mental health and wellbeing.
- A mindset that encourages experimentation, resilience and the ability to think outside of process when needed.
- Possesses a future focus outlook, that considers both short-term and long-term advantages.

Work Related Requirements:

- Previous experience delivering exceptional customer service and reporting.
- Highly developed interpersonal, verbal and written communication skills, including the ability to work effectively as part of a team, as well as liaise with, and build effective relationships with stakeholders.
- Exceptional organisational skills, ability to meet tight deadlines, effective planning and time management skills, achieving quality outcomes and high attention to detail is essential.
- Experience in system implementation or upgrades is desirable.

Sound computing skills, and the ability to gain a Maritime Security Identification Card are prerequisites for this position.