

PEOPLE & CULTURE PROJECTS OFFICER



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

Division:	People & Culture	Department:	People & Culture - Projects
Reports to:	People and Culture Projects Manager		
Supervises:	Nil		
Location:	Robina, Queensland		

Primary Purpose:	To support the delivery of strategic People & Culture projects that enhance organisational capability, performance, and workforce sustainability. Working closely with the People and Culture Projects Manager and broader People & Culture team, this role contributes to CHL's mission by aligning HR and organisational development initiatives that foster a values-driven, inclusive and high-performing culture. The role upholds CHL's values and ensures compliance with relevant legislation, policies, and frameworks.
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Key Relationships

Internal	People & Culture Projects Manager, People & Culture team, Business Unit managers and teams, Executive team and Project working groups
External	External consultants and service providers, HR technology and learning platform vendors, Learning and development partners and Recruitment partners

Decision making and Authority

-	Make day-to-day decisions related to project coordination, documentation and stakeholder communication within defined scope and company policies
-	Apply sound judgement when interpreting project requirements and resolving routine issues
-	Operate independently on assigned tasks while seeking guidance for complex, sensitive or strategic matters
-	Escalate issues where policy interpretation, risk, compliance, or broader organisational impact is involved

Key Responsibilities

Provide high quality HR project support through: -	
1. Project Coordination and Delivery	<ul style="list-style-type: none"> Support the planning, coordination, and delivery of People & Culture projects across key strategic areas such as capability, performance, talent management, EVP, policy, diversity and inclusion, RAP, leadership, and reward and recognition. Monitor project plans to ensure tasks and milestones are achieved on time. Track project progress, maintain documentation, and prepare reports, dashboards, and presentations for stakeholders. Take meeting minutes, follow up on action items, and ensure accurate records of project discussions and decisions. Assist with risk identification, issue resolution, and change management activities to support successful project outcomes. Ensure project activities align with People & Culture Plan, policies and procedures
2.	
3. Support Policy, Procedure and Process Documentation	<ul style="list-style-type: none"> Support the review, drafting and implementation of HR policies, guidelines and resources in line with legislation, best practice and organisational needs. Contribute to process documentation and mapping activities to support continuous improvement and compliance
4. Use Systems and Data Effectively	<ul style="list-style-type: none"> Use HRMS and project management systems to track tasks and timelines Assist with data analysis and reporting to inform project priorities Maintain accurate documentation and digital records
5. Foster Stakeholder Engagement and Communication	<ul style="list-style-type: none"> Liaise with managers and teams to support the roll-out of People and Culture initiatives

- Provide timely and professional responses to enquiries relating to projects and initiatives
- Coordinate meetings, workshops, and engagement activities
- Contribute to communication and engagement strategies to build awareness and adoption of initiatives

6. Provide General Project and Administrative Support

- Provide coordination and administrative support across the People and Culture functions as required
- Undertake research and benchmarking to inform project design and delivery
- Assist with evaluation of initiatives, preparing insights and recommendations for continuous improvement.

Technical Skills, Experience & Qualifications

- At least 2 years demonstrated experience supporting HR or organisational development projects in medium to large organisations
- Tertiary qualifications in Human Resources, Organisational Development, Psychology, or a related field (or working towards it)
- Demonstrated understanding of contemporary HR practices, policies and legislation
- Strong organisational and project coordination skills, including the ability to manage competing priorities
- Experience supporting the development or review of HR policies and procedures
- Effective written and verbal communication skills, with the ability to engage respectfully with diverse stakeholders
- Analytical and problem-solving skills, with attention to detail
- Ability to work collaboratively in a team and build positive stakeholder relationships
- Competency using Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Experience using HRMS or recruitment platforms
- Current Driver's Licence
- Satisfactory National Police Check

Key Capabilities

Capability	Summary	I	P	E
Personal Attributes	<ul style="list-style-type: none"> • Display Adaptability & Resilience – Stay composed and open during change and challenge • Act with Integrity – Uphold CHL's values and make ethical decisions • Manage Self – Reflect, grow, and maintain wellbeing • Value Diversity & Inclusion – Promote respectful, inclusive environments 		✓	
Working with Others	<ul style="list-style-type: none"> • Communicate Effectively – Use clear, respectful verbal and written communication • Commit to Customer Service – Provide responsive, value-aligned service to tenants, communities, and colleagues • Work Collaboratively – Share information, involve others, and work as a team • Stakeholder Engagement – Build strong relationships to support collaborative outcomes 		✓	
Achieving Results	<ul style="list-style-type: none"> • Deliver Results – Meet goals efficiently and contribute to CHL's priorities • Plan and Prioritise – Balance competing demands and use time effectively • Analytical Thinking & Problem Solving – Use evidence and judgment to resolve issues • Demonstrate Accountability – Own decisions, follow through, and meet responsibilities 		✓	
Business Enablers	<ul style="list-style-type: none"> • Commercial Awareness – Understand financial impacts and manage risks • Information & Digital – Use digital tools effectively and securely • Growth Mindset – Embrace learning, innovation, and feedback • Operational Delivery and Compliance – Follows policies/procedures and compliance requirements 		✓	
Occupation-Specific	Specialist capabilities unique to the technical, trade, or professional requirements of the role. These complement core capabilities where specific knowledge, qualifications, or expertise are needed.		✓	

*Our Capability Matrix outlines the behaviours and competencies expected of all CHL employees.
There are 3 levels: Introductory (I), Proficient (P) and Expert (E)*