

## POSITION DESCRIPTION

<b>Date</b>	November 2025
<b>Position Title</b>	People and Culture Advisor
<b>Reports to (position title)</b>	Senior People and Culture Business Partner
<b>Department</b>	People and Culture

## ORGANISATIONAL CONTEXT

**bestchance** Child Family Care is an independent, not-for-profit, community organisation with offices in Glen Waverley, Footscray and Pakenham.

**bestchance** adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services. The range of programs delivered include Early Childhood Education and Care (ECEC) Kindergarten, Child Care; Children's Therapy, Parent and Child Support, Training, Community Support and Cheshire, an independent, specialist primary school for children with social, emotional and learning difficulties.

These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based and family centred.

**bestchance** also works in partnership with families in managing a number of kindergartens under its Early Years Management Program.

**bestchance** is committed to implementing and adhering to the Child Safe standards including the development and implementation of people practices that reduce the chance of child abuse within the organisation, for which we advocate zero tolerance.

Health safety and wellbeing first, is an expectation of all, where staff implement local work instruction and processes aligned to organisation requirements and are accountable for their own safety and safety of others.

## PURPOSE

For all children, families and individuals to thrive in their community.

## VISION

**Inclusion** we include everyone regardless of their background, needs or circumstances

**Care** We nourish and nurture resilient relationships

**Education** We develop skills and knowledge to build capacity and resilience.



## VALUES

**Humility** we focus on listening to better understand and meet needs

**High Expectations** we have high aspirations for our client outcomes and for the calibre of our services and staff

**Innovation** we embrace change based on critical reflection

**Curiosity** we seek new understandings and knowledge

**Evidence** we seek and generate evidence to evaluate and improve our programs

**Challenge** we look beyond the immediate to achieve different results

## POSITION PURPOSE

The People and Culture Advisor delivers services and advice relating to People - processes, policies, employment variations and other cyclical activities, systems and P&C centric Recruitment support. Collaborating with Leaders and the P&C Team to deliver administrative support across the employee lifecycle, employment related compliance, maintenance of the P&C Information Systems, People metrics reporting and continuous improvement projects.

Acting as the first point of contact for the provision of P&C response to Leader and Team member queries on general matters and with guidance from the Senior P&C Business Partner on the pathway for more complex matters. Essential conduit to Payroll, Finance, IT, Governance and Safety and Regional Leadership Teams, ensuring process collaboration and supporting leaders to improve their workforce engagement, capability and retention.

## KEY RESULT AREAS AND RESPONSIBILITIES

### People Programs Service Delivery

- Monitor and coordinate the flow and respond to queries received via the P&C Inbox, referring more complex queries to the relevant P&C Business Partner.
- Answer calls to P&C and complete related administrative tasks.
- Develop and maintain Standard Operating Procedures (SOPs) for all People & Culture processes and reflective of self-service functionality and process optimisation.
- Create and maintain all People & Culture records, files, databases, forms and templates.

- Co-ordinate processes, documents and records for Employment variations and changes. Preparing Employment Contracts and Variation letters for Leadership signature and communication to employees.
- Create and maintain to up to date Organisational charts reflective of staff changes.
- Monitor employee Certification and Qualification Compliance Checks across all portfolios and inclusive of National Police Check Certificate (NPCC) and Working with Children Check (WWCC). Save files from the CQ Tracker platform to Employee Personnel files on a weekly basis. Derive regular reports from CQ Tracker system to check compliance and flag outstanding items to Leaders for their follow-up with team members.
- Coordinate annual Early Years Retention process, including checking details in iChris, preparing employment variation documentation and emailing the same to Leaders-Team Members and the Payroll team for processing.
- Coordinate Probationary Period, Casual Conversion, Fixed-Maximum Term Contracts, Extended Leave and Parental Leave processes and audits, connecting in Leaders and P&C Business Partners.
- Prepare datasets, graphs and analysis for the Monthly CEO, Leave and other People reports, in collaboration with P&C Business Partners and GM People & Culture.

## **Talent Acquisition and Onboarding**

- Undertake Recruitment, Selection and On Boarding related Administration and Platforms maintenance, inclusive of: Advertising, Coordinating Pre-employment and Compliance probity checks and updating Leaders-P&C Business Partners as required.
- Maintain all aspects of Martian Logic Recruitment and Onboarding platform. Liaising with Martian Logic (ML) Representative for updates, training and ensuring that all positions on the bestchance Careers pages are current.
- Prepare Employment contracts, letters, new employee packs, orientation packs, and other People related documents and correspondence.
- Create and maintain Staff Personal files, ensuring that all required documents are captured.
- Coordinate and manage the P&C stream aspects of On-boarding processes for employees, inclusive of coordinating employee and presenter attendance (and other) for the Corporate Orientation program. Delivery of P&C specific presentation as part of Corporate Orientation.
- Update Employee Orientation Handbook as required in response changing business needs and to drive increased team member engagement and compliance.
- Represent and promote bestchance careers at Job Fairs and Expos.

## **Policy, Procedures and Compliance**

- Maintenance of data integrity within the People & Culture Information Systems including compliance updates in P&C Document Management platform, Payroll system, Employee Personnel files and Learning Management system.
- Maintain schedule of all P&C Policies and coordinate the cyclical review and where appropriate the consolidation of policies, procedures and guidelines.
- Create and maintain P&C files, databases, forms and templates.
- Develop, implement and maintain compliance processes related to ongoing employment eligibility ensuring that all staff are current with mandatory Certificate, Qualification and Learning requirements. This includes, Working with Children, Police and Visa checks and ongoing monitoring.
- Communicate new or updated procedures to team members through internal communications channels, information and learning sessions.

## **Stakeholder Engagement**

- Establish and maintain collaborative relationships with key internal and external stakeholders for the success of key people programs and milestones.
- Develop and maintain effective relationships with Leaders to enable their capability to actively lead and develop their people, ensuring that best-fit P&S services are provided.
- Model behaviours and maintain P&C systems and processes that embed bestchance standards, behaviours and practices consistent with our mission and values, health and safety, policy and compliance requirements and the goals of bestchance's People Plan.
- Manage the relationship with bestchance's Employee Benefit Program providers such as the Salary Sacrifice provider. Monitoring and providing updates on benefit take-up and scheduling site visits and webinars to increase team member understanding of the benefit.

## **Organisational Development and Continuous Improvement**

- Actively contribute to continuous improvement activities across the full remit of P&C services, in a way that builds a collaborative, Leader driven partnering mindset and Safety culture.
- Contribute to the planning and coordinate a range of People projects aligned to the P&C Business Plan and the **bestchance** strategic plan with a strong focus on change management and communication to ensure that team members are informed and supported.

- Participate in team meetings and cross-functional workshops. Providing timely communication, including meeting minutes and project documentation to internal and external stakeholders.
- Support the Senior P&C Business Partner with P&C Programs and Projects, Case management and other activities as required.
- Collaborate with the P&C Team by taking on other duties during times of extended leave/absences.

## KEY SELECTION CRITERIA

### Essential

Working with Children's Check (Employee) and Satisfactory National Police History Check.

- Demonstrated experience in P&C Advisor role/s with broad remit across the full employee lifecycle of People & Culture initiatives, the provision of Administrative Services and Support and ability to deal with confidential and sensitive matters.
- Understanding of contemporary People & Culture functions and programs such as Awards and Enterprise Agreements, Position Classifications, Remuneration Progression and Annual Review cycles, Recruitment, Orientation, Probation, Leave and Contracts tracking, Learning frameworks, Performance Development and Review processes and Compliance tracking.
- High standard of written and verbal communication skills, ability to engage and provide effective advice to a wide range of stakeholders across the organisation and create contemporary workflows, procedures and communications.
- Demonstrated experience working with HRIS, Payroll, Recruitment, Pre-employment-Compliance Checks, Remuneration Learning and Performance Planning and Review activities and systems.
- Proven ability to work in a collaborative team environment and demonstrated capacity to act independently within established guidelines, exercising discretion and sound judgement and flexible approach to work and continuous improvement.
- Excellent organisational skills and capacity to coordinate multiple workflows simultaneously, including the ability to prioritise, plan and complete own work activities.
- Proven skills in utilising MS Office applications and P&C systems for employee data management.

### Desirable

- Experience in the ECEC Sector (and/or Not for Profit sector) an advantage.
- Relevant Tertiary qualification