

People Systems Coordinator

Success Profile

Your division	People and Wellbeing
Your team	People Operations
You report to	People Systems Manager

PURPOSE OF YOUR ROLE

The role of People Systems Coordinator is to contribute to the ongoing maintenance of the organisations people systems in consistent and reliable manner.

You provide daily, and regular monitoring of people system transactions, promptly resolve workflow issues and respond to basic system queries. To act as first point of contact for internal stakeholders on system queries.

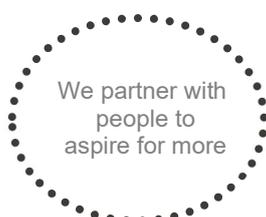
In addition, you will be responsible for responding to system queries and providing regular and ad-hoc people data and reporting for both internal and external stakeholders within required timeframes.

ORGANISATIONAL PROFILE

PURPOSE



MISSION



VALUES



VALUES BASED LEADERSHIP



KEY SUCCESS AREAS

SAFETY	<ul style="list-style-type: none"> Committed to working within Endeavour Foundation's Work, Health and Safety policies and procedures and contributing to our aspiration of Zero Harm within the workplace. Undertake work in a manner that is not harmful to your health and safety and the health and safety of others. Monitor workplace conditions and identify and report potential hazards, incidents and any work related or personal injury or illness (where it may affect your ability to work safely). Demonstrate safety is a priority by attending and actively participating in all OHS and other mandatory training programs.
CUSTOMER CONNECTION	<ul style="list-style-type: none"> Ensure that the customer is at the heart of everything we do. Consistently demonstrate behaviours that facilitate an exceptional customer experience. Demonstrate a customer-centred approach to all interactions.

OUR PEOPLE	<ul style="list-style-type: none"> • Foster a culture of collaboration, support the co-create and co-deliver approach across and within the business, ensuring you understand the commitment to shared goals. • Participate in team building activities, including actively participating in the Performance Partnerships program to ensure individual and team key performance indicators are achieved, and Endeavour Foundation's values and behaviours are consistently demonstrated. • Take a proactive approach to on-the-job training to ensure knowledge and skills are industry standard.
OPERATIONAL EXCELLENCE	<ul style="list-style-type: none"> • Support in the day-to-day administration of the organisational HRIS (PeopleSoft) • Consistently manage daily system tasks to support ongoing system stability and downstream requirements. • Support with system enhancements, upgrades and general maintenance including conducting user acceptance testing and end user training. • Promptly respond to data queries and stakeholder requests, including collating and preparing accurate data and reports in response to regular and ad hoc requests from across the organisation. • Support the organisation's understanding and use of the people systems and processes through prompt response to questions, and contributing to development of resources • Manage system queries and respond to requests in relation to problem solving and technical faults of people systems. • Prioritise, escalate, and route system incidents appropriately to the People Systems Lead, and external vendors, as required. • Ensure that permissions and system compliance are adhered to, monitored and updated as required to maintain data integrity, security and privacy requirements. • Work with the broader Operations team to ensure data integrity and accuracy by identifying and providing recommendations for data management improvements including exception reporting and approval monitoring.
FINANCIAL SUSTAINABILITY	<ul style="list-style-type: none"> • Consider financial implications of decisions. • Seek to minimise operating costs where appropriate. • Raise and escalated opportunities for continuous improvement activities.

WHAT YOU NEED TO SUCCEED

CAPABILITIES	<ul style="list-style-type: none"> • Demonstrated ability to be flexible and proactive with a sense of urgency to adapt to a changing environment. • Ability to respond to and prioritise competing and often urgent requests in a calm and efficient manner while also maintaining high work standards and accuracy. • Proven ability to prioritise workload and multi-task to ensure work commitments are fulfilled in a timely manner with attention to detail. • Ability to work as part of a team, embrace change and focus on continuous improvement to deliver positive outcomes.
SKILLS & QUALIFICATIONS	<ul style="list-style-type: none"> • Demonstrated competence in technology literacy and in particular applications that are relevant to the role, including a recruitment and/or payroll system and Microsoft office suite.



	<ul style="list-style-type: none"> • Demonstrated problem solving skills to successfully identify problems, develop solutions and implement these using a logical and systematic approach. • Demonstrated written and verbal communication skills to ensure clear, concise and engaging information is presented to the team, leader and customers. • Sound data, analytics and organisational skills. • Sound written and verbal communication skills • Knowledge of Microsoft Suite of product, including basic to intermediate Microsoft Excel skills • Strong service orientation with excellent relationship management and influencing skills.
<p>EXPERIENCE</p>	<ul style="list-style-type: none"> • Demonstrated experience in administration or Human Resources. • Experience within a similar role and working with variety of people systems. • Demonstrated experience with HR data analysis and reporting. • Knowledge of Human Resource Information Systems and Payroll systems and prior experience working with PeopleSoft is highly desirable.

