

Position description

Administration Officer – People and Culture



Position summary

Position title	Administration Officer – People and Culture		
Career level	Administrator/officer	Position category	Full-time/Ongoing
Business unit	Office of the CEO	Location	Port Melbourne
Reporting to	Manager – People & Culture	Direct reports	NA
General description	<p>Provide comprehensive administrative support across the People & Culture (P&C) function, assisting in the delivery of employee lifecycle processes, health and safety administration, and organisational initiatives.</p> <p>The role plays a key part in ensuring the smooth operation of P&C systems, processes, and services, maintaining accurate records and supporting compliance with internal policies and legislative requirements.</p> <p>With a focus on efficiency, responsiveness, and attention to detail, the position contributes to a positive employee experience while taking ownership of assigned processes and supporting ongoing improvements across the P&C function.</p>		

Who we are

Overview of LSV:	<p>Save lives and empower communities to safely enjoy water</p> <p>This purpose statement reflects our commitment to making a difference in people's lives while fostering the safe and enjoyable use of water resources. It is linked to and consistent with the proud traditions and programs of our founding organisations, the Royal Life Saving Society – Australia and Surf Life Saving Australia.</p> <p>We want every person associated with our organisation to connect with this purpose statement and inspire our volunteers, members, colleagues, and staff to continue our vital work, fuelling our passion and dedication towards our collective goals. Together, we will make a meaningful difference in the lives of individuals and communities.</p>
Our values	<p>At LSV, our core values help us make decisions and guide how we treat volunteers, our community, and each other. They are the standard by which we and others will judge LSV's actions.</p> <ul style="list-style-type: none">• People – we put PEOPLE at the centre of everything we do• Courage – we have the COURAGE to act• Community – we are a united COMMUNITY• Respect – We are TRUSTED in our water safety programs and practices• Trust – We RESPECT our organisation, environments and communities

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Safeguarding children	It's everyone's responsibility at LSV to understand and comply with LSV's and SLSA's Safeguarding Children and Young People guidelines.
Risk and safety	We always take a risk-based approach, ensuring we are informed in our decision making. The safety of our staff, volunteers, and the community is at the forefront of our decisions and activities.

Key responsibilities

- Manage the P&C mailbox as the first point of contact, ensuring queries are responded to in a timely manner and escalating more complex matters as required.
- Coordinate and own assigned P&C administrative processes end-to-end, ensuring tasks are completed accurately, on time, and in line with policy and compliance requirements.
- Provide administrative support across the employee lifecycle, including onboarding, cross-boarding, offboarding, and employment changes, ensuring a positive and seamless employee experience.
- Schedule and track employee lifecycle milestones, ensuring systems and registers are maintained with accurate and up-to-date information.
- Maintain employee records and HR systems, ensuring data integrity, accuracy, confidentiality, and readiness for audit or reporting requirements.
- Support entry-level and high-volume recruitment activities as required, including job postings, interview coordination, candidate communication, and pre-employment checks (references, qualifications, WWCC and VEVO).
- Support the administration of P&C programs and initiatives such as recognition programs, workshops, and staff meetings, including associated communications.
- Maintain registers, trackers, and documentation related to compliance and employee records.
- Contribute to the continuous improvement of P&C systems, processes, and workflows to enhance efficiency and service delivery.
- Manage the Member Injury mailbox, ensuring timely responses and appropriate escalation of matters.
- Assist with the coordination of OHS activities, including preparing and distributing agendas and materials for quarterly meetings with key stakeholders.

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- Support injury and claims administration processes in collaboration with the Lead Specialist – OHS, including maintaining accurate records, updating systems, and ensuring timely submission of information.
- Support the maintenance of OHS registers, documentation, and reporting records to support compliance obligations.
- Ensure all people-related information is managed with a high level of confidentiality, professionalism, and integrity at all times.

Liaison and key relationships

Internal	<ul style="list-style-type: none">• LSV employees and volunteers	External	<ul style="list-style-type: none">• External stakeholders• Other HR specialised advisors/authorities
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Experience and qualifications

Essential experience and qualifications	<p>To be successful in this role you must have:</p> <ul style="list-style-type: none">• Qualification in HR, Business, or related field (or working towards), and/or demonstrated experience in HR, compliance, or administration• Demonstrated ability to manage tasks independently and see processes through to completion with minimal supervision• Strong attention to detail with experience maintaining accurate records and working within compliance frameworks• Strong organisational skills with the ability to manage multiple priorities and deadlines• Confident communicator with a customer-focused approach and ability to build relationships across diverse stakeholders• Intermediate Microsoft Office skills (Word, Excel, PowerPoint)• High level of integrity and commitment to confidentiality• Current VIC Employee Working with Children Check (or willingness to obtain)
Desirable experience and qualifications	<p>Whilst not essential, the following will also help you be successful in this role:</p> <ul style="list-style-type: none">• Experience in a generalist HR or People & Culture support role• Exposure to recruitment coordination or high-volume hiring environments• Experience in not-for-profit, volunteer-based, or community organisations• Awareness of OHS practices and/or claims administration processes• Knowledge of aquatic, community services or emergency services sector

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Administrator/officer capabilities

The LSV capability framework describes the capabilities, expressed as behaviours and skills, which set out clear expectations about performance at LSV. Core capabilities describe the behaviours and skills fundamental to delivering LSV's mission and vision and supporting capabilities describe behaviours and skills that enable this success. Below are the capabilities required for this position.

Core capabilities

Knowing our sectors	Demonstrates understanding of the drivers of LSV's short- term objectives as well as some understanding of broader long-term objectives. Commits to upholding individual responsibilities to support these objectives.
Driving results	Delivers outputs as instructed, providing and requesting input when required to support colleagues and stakeholders in a way that is timely, reliable and effective.
Focusing on stakeholders	Demonstrates basic understanding of stakeholder needs and roles and maintains an awareness of these during day-to-day activities, actioning where relevant.
Managing risk and compliance	Understands the compliance requirements and risks relevant to the role. Considers the consequences of individual actions and possible impact on LSV's mission, vision and operating models and seeks advice when unsure.
Leading people	Seeks opportunities to develop new skills and applies these to perform own role successfully. Understands and demonstrates LSV's values.

Supporting capabilities

Innovation	Shows willingness to test new ideas and approaches in own work. Supports innovation initiatives as instructed.
Agility	Flexibly adapts to accommodate changing requests from their leader, identifies if a change in priority is required and reacts accordingly. Is open to new methods, ideas or approaches.
Collaboration	Works as a cooperative team-member to produce optimal results. Provides input when required to support accurate and effective working.
Communication	Explains facts, practices, policies, etc., to others within the scope of their role. Produces work in a manner that is clear, easy to understand and culturally appropriate. Uses vocabulary that is appropriate to the audience. Demonstrates active listening. Ability to professionally present information to stakeholders.
Being your best	Remains calm and positive in challenging situations. Perseveres when problems arise. Acknowledges and respects diverse cultures, backgrounds, experiences, perspectives, values and beliefs. Understands the link between health, wellbeing and personal effectiveness. Shares and participates in healthy habits; social, exercise, betterment.