

# Position description

Specialist – People and Culture



## Position summary

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| <b>Position title</b>      | Specialist – People and Culture  |                          |                   |
| <b>Career level</b>        | Lead coordinator/specialist  | <b>Position category</b> | Full-time/Ongoing |
| <b>Business unit</b>       | Office of the CEO  | <b>Location</b>          | Port Melbourne    |
| <b>Reporting to</b>        | Manager – People and Culture   | <b>Direct reports</b>    | NA                |
| <b>General description</b> | <p>This role is responsible for coordinating and delivering end-to-end recruitment across LSV's permanent, casual, volunteer, and seasonal workforces, ensuring an efficient and high-quality experience for candidates and hiring managers.</p> <p>In addition, the position provides broader People &amp; Culture support, contributing to employee lifecycle processes, offering guidance on policies and procedures, and supporting people initiatives and basic employee relations matters.</p> <p>Working closely with leaders and the P&amp;C team, the role builds strong relationships across the organisation and contributes to the continuous improvement of recruitment and people practices.</p> |                          |                   |

## Who we are

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| <b>Overview of LSV:</b> | <p><b>Save lives and empower communities to safely enjoy water</b></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> |
| <b>Our values</b>       | <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"><li>• <b>People</b> – we put PEOPLE at the centre of everything we do</li><li>• <b>Courage</b> – we have the COURAGE to act</li><li>• <b>Community</b> – we are a united COMMUNITY</li><li>• <b>Respect</b> – We are TRUSTED in our water safety programs and practices</li><li>• <b>Trust</b> – We RESPECT our organisation, environments and communities.</li></ul>   |

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| <b>Safeguarding children</b> | It's everyone's responsibility at LSV to understand and comply with LSV's and SLSA's Safeguarding Children and Young People guidelines.  |
| <b>Risk and safety</b>       | 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

### Recruitment

- Coordinate and deliver end-to-end recruitment processes across permanent, casual, and seasonal roles, ensuring a timely, efficient, and positive experience for candidates and hiring managers.
- Partner with hiring managers and leaders to understand business-as-usual workforce needs, and with seasonal team leaders and supervisors to plan and deliver seasonal workforce requirements, providing guidance on recruitment best practice.
- Plan and manage seasonal recruitment campaigns, including workforce planning, recruitment timelines, and coordination of high-volume hiring activities to meet organisational demand.
- Manage recruitment activities including advertising, sourcing, screening, interview coordination, candidate communication, and pre-employment checks (e.g. references, qualifications, Working with Children Checks, VEVO).

### Seasonal Workforce Business Partnering

- Act as a key People & Culture contact for the seasonal workforce, partnering with team leaders and supervisors to provide advice and guidance across onboarding, performance management, employee engagement, and broader people processes.
- Lead and support seasonal workforce initiatives, including engagement activities, end-of-season feedback processes, and continuous improvement of seasonal workforce practices.

### Generalist HR Advisory

- Provide first-level advice and support to managers and employees on P&C policies, procedures, and basic employee relations matters, escalating more complex issues as required.
- Support employee lifecycle processes, including onboarding and offboarding, ensuring alignment with organisational policies and standards.
- Support broader P&C initiatives and programs, including culture, engagement, and process improvement activities.
- Support exit interview processes and other business-as-usual P&C activities as required.

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## Stakeholder Management

- Liaise with internal stakeholders, including payroll, to ensure accurate employee setup, data integrity, and compliance with employment requirements.
- Support relationships with external recruitment agencies as required, including coordination and communication.

## Systems, Reporting and Continuous Improvement

- Maintain recruitment and HR systems, ensuring accurate record-keeping, data integrity, and compliance with organisational and legislative requirements.
- Contribute to reporting and workforce insights, ensuring data is accurate, up-to-date, and supports workforce planning and decision-making.
- Identify and contribute to continuous improvement opportunities across recruitment, seasonal workforce delivery, and broader P&C processes.

- Ensure all employee and candidate information is handled with confidentiality, professionalism, and integrity at all times.

## Liaison and key relationships

Internal

- Business unit managers
- LSV employees and volunteers
- LSV community organisations

External

- External stakeholders
- Other HR specialised advisors/authorities

## Experience and qualifications

### Essential experience and qualifications

To be successful in this role you must have:

- Relevant qualifications in Human Resources, Business, or a related discipline and/or demonstrated experience in a People & Culture, HR, or recruitment-focused role.
- Proven experience delivering end-to-end recruitment, ideally within a high-volume or seasonal workforce environment.
- Experience providing advice to managers and employees on the application of policies, procedures, and basic employee relations matters.
- Working knowledge of modern awards and the ability to interpret and apply award provisions in a practical context.
- Demonstrated ability to build effective working relationships and deliver a customer-focused service to a range of stakeholders.

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- Strong organisational skills with the ability to manage multiple priorities in a fast-paced environment, maintaining a high level of accuracy and attention to detail.
- Proven ability to handle sensitive and confidential information with discretion and professionalism.
- Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint).
- Current VIC Employee Working with Children Check (or willingness to obtain)

## Desirable experience and qualifications

Whilst not essential, the following will also help you be successful in this role:

- Experience using Applicant Tracking Systems (e.g. Martian Logic) or HRIS (e.g. Employment Hero) or similar
- Experience in not-for-profit, volunteer-based, or community organisations
- Knowledge of aquatic, community services or emergency services sector

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## Lead coordinator/specialist 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

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| <b>Knowing our sectors</b>          | <p>Applies understanding of LSV's operating models; is able to view issues in respect of these models, etc.</p> <p>Is aware of the impact the team's actions on LSV's operating models and uses this information to provide guidance to others.</p>                |
| <b>Driving results</b>              | <p>Takes ownership for delivery of allocated work streams in a timely and effective manner and escalates issues where required.</p> <p>Ensures the quality of outputs of direct reports and ensures they are delivered within determined budget and timeframe.</p> |
| <b>Focusing on stakeholders</b>     | <p>Develops a thorough familiarity of stakeholders and considers and balances these in activities undertaken.</p> <p>Ensures the activities of others within their team(s) are aligned with balancing stakeholder and LSV needs.</p>                               |
| <b>Managing risk and compliance</b> | <p>Proactively seeks additional information to identify potential risk factors in ambiguous situations.</p> <p>Ensures others are aware of the impact of their actions on LSV's mission and vision.</p>  |
| <b>Leading people</b>               | <p>Supports and provides focused on-the-job training for colleagues and new starters to address skill gaps, and role models LSV's values.</p> <p>Provides ongoing feedback in a constructive manner to increase employees' capabilities and confidence.</p>        |

### Supporting capabilities

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| <b>Innovation</b> | <p>Thinks beyond the team's conventional approaches to formulate creative methods to deliver results.</p> <p>Encourages reports to think creatively and input into problem solving discussions that contribute toward organisational effectiveness.</p> |
| <b>Agility</b>    | <p>Flexibly adapts to accommodate changing requests from their leader, identifies if a change in priority is required and reacts accordingly.</p> <p>Is open to new methods, ideas or approaches.</p>   |

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| <b>Collaboration</b>   | <p>Identifies opportunities to work with others and actively participates in accomplishing team goals.</p> <p>Encourages the contribution of knowledge and expertise from others to support the accomplishment of both individual and team goals.</p>   |
| <b>Communication</b>   | <p>Explains facts, practices, policies, etc., to others within the scope of their role.</p> <p>Produces work in a manner that is clear, easy to understand and culturally appropriate.</p> <p>Uses vocabulary that is appropriate to the audience.</p> <p>Demonstrates active listening.</p> <p>Ability to professionally present information to stakeholders.</p>  |
| <b>Being your best</b> | <p>Role models resilience and responds appropriately in challenging situations.</p> <p>Works through challenges and remains calm and focused.</p> <p>Is responsive to and respectful of diverse cultures, backgrounds, experiences, perspectives, values and beliefs.</p> <p>Understands the link between health, wellbeing and personal effectiveness.</p> <p>Shares and participates in healthy habits; social, exercise, betterment.</p> |