

People & Culture Coordinator



The purpose of this position

The **purpose** of the position is to deliver high-quality, timely and compliant HR operational services across the employee lifecycle. The role is responsible for the day-to-day coordination and execution of HR processes, including onboarding, employment screening, employee changes, benefits and HR Helpdesk queries, ensuring a consistent and positive experience for employees and leaders. Working closely with the HR Operations and Talent team and the broader People & Culture team, the role supports effective service delivery through strong systems capability, attention to detail and a commitment to continuous improvement.

About the position

- This position is part of is within People & Culture directorate.
- This position **reports to** the Manager HR Operations and Talent.
- The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: Budget holder Has designated revenue or billing targets.
- This position is a TRP grade 3.
- This position may be advertised externally as HR Coordinator.
- The position is a Individual Contributor level of the Capability Framework.

Key areas of responsibility

- Deliver end to end coordination of employee lifecycle processes including recruitment, onboarding, employment changes, benefits administration, recognition and offboarding accurately, consistently, confidential and in line with organisational requirements
- Ensure all activities are completed accurately, efficiently and in line with legal and Benevolent policy requirements
- Support a positive and consistent experience for employees, volunteers, students and leaders throughout their lifecycle
- Coordinate employment screening requirements, ensuring all compliance obligations are met within required timeframes
- Identify and escalate risks or inconsistencies in documentation, compliance or process to the Manager HR Ops and Talent
- Respond to employee and leader enquiries through the HR Helpdesk and other communication channels in a timely, professional and customer focused manner escalate complex or non-routine queries to the Senior People & Culture Coordinator as required
- Support the Senior People & Culture Coordinator with the changes in employment process including drafting letters and new contracts when required.
- Provide accurate information on HR processes, policies and systems within the scope of the role
- Maintain accurate data across HR systems, ensuring integrity, accuracy, confidentiality and compliance

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- Support approved reporting and data requests, ensuring information is reliable and up to date
- Follow system processes, agreed workflows, priorities and contribute to identifying opportunities for improved efficiency and usability
- Support the administration and communication of employee benefits, recognition and engagement initiatives
- Work collaboratively with People & Culture Coordinators, Senior P&C Coordinator and Talent Specialists to support efficient service delivery across the employee lifecycle
- Work with HR Ops and Talent Team to identify opportunities to improve HR Operations and Talent processes, systems and service delivery and support the implementation of new tools and ways of working
- Actively contribute to a positive, supportive and high-performing team environment
- Contribute to employer branding and Employee Value Proposition (EVP) initiatives to strengthen attraction outcomes
- Contribute to People & Culture initiatives and projects, including system enhancements and process redesign

Capability Framework

The Capability Framework defines the essential knowledge, skills, behaviours and attributes individuals need to success in their roles. It provides the organisation with a shared language and clear expectations across all levels of the organisation. The Capability Framework can be accessed [here](#) internal document only.

Key outcomes

When things are going well, we would expect to see these outcomes:

- Employee lifecycle activities are completed with consistently, accurately, efficiently and are compliant
- HR Helpdesk queries are responded to promptly and effectively
- HR data is accurate, reliable, up to date and supports business decision making
- Employment screening requirements are monitored and completed within required timeframes
- Leaders, employees, volunteers, students and candidates experience and positive, consistent and professional HR service

Key Criteria

Essential

- A tertiary qualification in HR or a related field or be studying towards your qualification
- At least 12 months experience in a human resources administration role
- Strong attention to detail and ability to ensure accuracy of data and documentation
- Ability to manage multiple tasks, priorities and deadlines in a fast-paced environment
- Strong customer service focus and ability to communicate effectively with a range of stakeholders
- Experience working with HR systems and managing data

Desirable

- Experience in employment screening and compliance processes
- Experience working across multiple HR systems and platforms

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- Experience supporting reporting or data analysis

People who know this position say that:

People who know this position say the things that might make your day are:

- Their interaction with the HR function is positive, respectful and outcome driven
- Seeing individuals excited and engaged ready to start at Benevolent is rewarding
- You keep things organised, accurate and running seamlessly behind the scenes
- Problem solving and putting together the pieces of the puzzle is satisfying
- You work in an incredible team, with a huge range of experience and knowledge but also know how to have fun.

People who know this position say some key challenges you might experience are:

- Managing competing priorities and high volumes of requests
- Navigating complex or non-standard HR issues, sometimes being put in uncomfortable positions
- Ensuring accuracy while working at pace
- Adapting to changing priorities and continuous improvement

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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|--|---|
| <input checked="" type="checkbox"/> Overnight travel/stays. | <input type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input type="checkbox"/> Evening work. |
| <input type="checkbox"/> Travel to clients (varied locations). | <input type="checkbox"/> Special event support. |
| <input type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Benevolent People & Operational Leaders
- Benevolent Employees, Volunteers and Students
- HR Business Partners
- HR Ops Team
- Talent Team
- HR Solutions Specialist

Outside The Benevolent Society:

- Potential candidates and candidates
- Immigration Agents
- Employment Screening Providers
- Benefit Suppliers
- HR tool providers – HRIS, ATS and various portal

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- Payroll Team
- Talent Pathways Lead
- Marketing & Communications Team
- Senior Leadership Team