

Position Description

POSITION DETAILS			
Position Title	People and Culture Officer		
Reports to	People and Culture Team Lead		
Business Function	People and Culture	Salary Grade	Common Law Contract
Direct Reports	NA	Band / Level	Salary Band E – Professional and Supervisory
Indirect Reports	NA	Location	Northern Territory

REPORTING RELATIONSHIPS	
Internal Key Relationships	People and Culture Team Operational and Front-Line Leaders Executive Leadership Group
External Key Relationships	Employee Representatives – e.g CBB Unions where relevant Recruitment Agencies

OUR ORGANISATION
ARRCS work began in 2014 with aspirations to improve the quality of life for people living in regional and remote areas of Australia. Today, our commitment remains stronger than ever. We provide support to people across the Northern Territory through Residential Aged Care and Disability Services, Mental Health support, Childcare and Regional Home Care services and School Nutrition programs. We take a holistic approach, and a deep respect for all Elders and Aboriginal Cultures is at the heart of our work.

OUR COMPANY VALUES				
Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness, and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

PURPOSE
Reporting to the People and Culture Team Lead, the People and Culture Officer is responsible for supporting staff through the statutory and company compliance in a way that creates a positive experience for prospective, new, and existing employees. The role will facilitate regular internal audits of People and Culture processes to ensure compliance, identify process improvements and identify knowledge and/or process gaps.
Broadly, the People and Culture Officer will: <ul style="list-style-type: none"> Maintain core employee compliance of databases across the organisation Assist in managing information and communication over multiple databases Audit to ensure all expired checks are renewed before expiry date.

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- Update information on systems such as UKG, MyRecruitment+ and Excel
- Manage the HR database, including maintaining staff files.
- Provide accurate and timely reports to the Regional Manager – People and Culture
- Ensure appropriate internal controls are maintained within the framework of People and Culture Policies, Procedures and Guidelines.

KEY RESPONSIBILITIES

Functional

- Coordinate ARRCs's induction, on-boarding and exit experiences to ensure they are professional and reflect positively on the organisation
- Ensure ARRCs's induction process is effective and differentiated for the variety of employee roles and is rated by employees as a positive experience
- Coordinate closure and time preparation of fortnightly payroll, for region of responsibility, answering employee queries where relevant.
- Records management to ensure implementation of legislative requirements in addition to ensuring effective processes in the HR induction process.
- Ensure employees are on-boarded efficiently and effectively.
- Support the implementation of People and Culture technology to ensure employee lifecycle processes are efficient and effective, and there is significant reduction of manual processes.
- Analyse trends and metrics in partnership with the Regional Manager – People & Culture to develop solutions, programs and policies.
- Provide exceptional customer service to staff by providing prompt and accurate advice to general People and Culture queries.
- Coordinate staff and volunteer compliance requirements, including National and International Police Checks, Working with Children Checks and other statutory requirements.
- Maintain all People & Culture related policies, procedures, employee database, staff files and conduct HR audits.
- Be aware of legislative, industrial, departmental and agency requirements and changes.
- Provide administrative support and reporting across the employment life cycle.
- Coordinate the organisational annual training calendar, attendance, venue hire, facilitators, catering requirements.
- Support Group Mobilisations, Onboarding and Compliance including all activities required for Pacific Labour.
- Other duties, as directed by the People and Culture Team Lead or other senior staff members.

Personal Accountability

- Compliance with ARRCs's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of elderly and children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with ARRCs employees and external stakeholders in accordance with ARRCs's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).

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- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

Qualifications – Preferred however not essential.

- Certificate / Diploma in Human Resources, Business, or related discipline

Experience

- Implementation and maintaining employee compliance frameworks consisting of Licenses / Registrations / National Police Checks and other associated employee required checks.
- Experience in analysing and interpreting data.
- Previous experience working in a senior administrative or Human resource environment.
- Strong and confident interpersonal skills to liaise and build relationships with internal stakeholders at all levels across the company. This role requires organisational skills and the ability to be agile and multitask, often at short notice.
- Possess excellent communication skills and a high level of attention to detail

Mandatory Requirements

- NDIS Worker Screening
- Influenza Vaccination
- COVID 19 Vaccination + Boosters
- National Police Check
- Driver's License

Duties Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by the Residential Aged Care Manager or ARRCs Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.