

## The purpose of this position

- The **purpose** of the position is to support the Human Resource team by coordinating various administrative tasks and contributing to the overall positive experience of the employee lifecycle while also providing insights on the workforce to the business. The position is essential for fostering a positive workplace culture, ensuring compliance with policies and procedures, and facilitating the effective communication between employees, HR, Talent and Payroll areas.

## About the position

- This position is part of is within People & Culture.
- It's part of the Employee Lifecycle and Insight team.
- This position **reports to** the Manager, Employee Lifecycle and Insights.
- This position allows for flexibility.
- The position leads a team. The team includes Not Applicable
- 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.

## Key areas of responsibility

- Facilitate the onboarding process for new hires, enabling a smooth transition into the organisation while ensuring that each employee, volunteer and student is compliant to TBS policy requirements.
- Maintain confidential employee, volunteer, and student records (SharePoint and HRIS systems), ensuring accuracy and compliance with legal and TBS policy requirements.
- Generate reports and analytics related to employee, volunteer and student data providing analysis and insights for HR and management decision making.
- Support the administration and communication of employee benefits programs including recognition, awards, talent ambassador and others.
- Monitor employment screening requirements to ensure compliance with legal requirements and TBS policy escalating any concerns or risks to Manager Employee Lifecycle, HR Business Partner and/or Director HR.
- Respond to leader and employee inquiries related to the HR function, policies, procedures through various channels including HR inbox, The Hub, Workplace, SharePoint, and Teams.
- Identify and escalate concerns and risks received via communication channels to the Manager Employee Lifecycles and Insights, HR Business Partner and/or Director HR.
- Facilitate the offboarding process for employees, volunteers and students exiting the organisation including removal of any registrations linked to TBS.
- Identify and promote process and system improvements to the HR function providing a better experience for leaders, employees, volunteers, and students at TBS.

- Support the HR Advisor with the changes in employment process including drafting letters and new contracts when required.
- Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective and safe.
- Respect and promote human rights and diversity and commitment to building an inclusive culture. Welcome diversity in all its forms. Value relationships with our local Aboriginal community and welcome applications from its members.

## Key outcomes

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

- Timely and accurate coordination of onboarding activities, resulting in a streamlined hiring process.
- Positive feedback from new hires regarding their onboarding experience and integration into the company.
- Up-to-date and accurate employee records, ensuring compliance with legal and organisational policy requirements.
- Successful administration of employee benefits programs with a high level of employee satisfaction.
- The business views the position as a trusted advisor and enjoys a positive experience in each interaction.
- HR communication areas are accurate and up to date.

## Key Capabilities

### Essential criteria

- A tertiary qualification in HR or a related field or be studying towards your degree.
- At least 12 months experience in a human resources administration role.
- Expert level attention to detail with ability to question when the pieces are missing or don't look right!
- Strong customer service focus with a desire to make the experience better for your "clients".
- Comfortable work with multiple interacting HR systems and understanding how different processes relate and affect each other – putting the puzzle together.
- Ability to communicate to all levels of the business both verbally, online and written.
- Ability to work independently, coordinate tasks, manage interruptions and identify priorities.

## 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 TBS is rewarding.
- You actively contribute to a healthy rewarding work environment is motivating.
- Problem solving and putting together the pieces of the puzzle is satisfying and rewarding.
- 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:

## The Benevolent Society

- Juggling BAU, changes, projects, and individual requests – you can have many balls in the air at once.
- Resolving or being part of sensitive issues and/or requests can put you in interesting and uncomfortable positions sometimes – confidentiality and respect is key!
- Managing multiple systems, portals and processes means keeping up with technology and adapting to change.

## 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:

- Talent Team
- HR Solutions Specialist
- HR Business Partners
- Payroll Team
- TBS Employees, Volunteers and Students
- TBS People Leaders
- Executive Team

#### Outside The Benevolent Society:

- Immigration Agents
- Employment Screening Providers
- Benefit Suppliers
- HRIS providers