



Job Title:	Business Support Officer (P&C)	Position No:	CP34
Group:	Corporate Services	Service Area:	People and Culture
Classification Level:	Administration Officer (AS05)		
Reports to:	Senior Workplace Relations Lead	Direct Reports:	Nil

POSITION OVERVIEW

This position is required to provide business support to the People and Culture (P&C) function, in the key area of Workplace Relations and associated administration and P&C supporting process advice.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

- Maintain the day to day P&C administration and associated record keeping required in relation to our workplace relations services and associated functions and/or project administration.
- Respond to basic employment queries ensuring they are provided with relevant information, explanation and advice in relation to their query.
- Assist with personnel file reviews and queries in a timely manner to support the workplace relations and broader team functions.
- Maintain effective oversight and tidiness of the generic P&C incoming email account.
- Update P&C procedure related forms and guidance notes and ensure current versions only are maintained on the intranet.
- Assist with the review and update of P&C policy and procedures as required.
- Develop and maintain working business instructions across the P&C function administrative processes.
- Where within scope of role and knowledge, assist with the provision of advice on our People and Culture policies and procedures.
- Be the first point of contact for all “walk in” employee enquires and triage for appropriate support and services.
- Assist in continuous improvement initiatives for all P&C policies, procedures, forms and projects.
- Comply with NLC policy and procedures at both an organisational and operational level, ensuring that appropriate standards and operational protocols are maintained at all times.
- Perform any other reasonable tasks and duties that are required, that are within the scope of your position classification, service area and skill set as required.
- Adhere to the NLC Code of Conduct and work in a manner which is professional, respectful, and collaborative to foster sound working relationships within your immediate team and the broader organisation.
- Actively participate in performance enhancement processes and learning and development requirements of your role.
- Ensure your personal health and safety and that of others by undertaking your duties and tasks in a safe manner and complying with NLC’s WHS management system and associated policies and procedures.
- Report all hazards and incidents to your direct supervisor immediately and complete all incident reporting requirements within the timeframes specified

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POSITION REQUIREMENTS

ESSENTIAL REQUIREMENTS

- Minimum Certificate IV in Human Resource Management and/or relevant experience.
- Minimum of 2 years practical experience in a HR administration / officer role with demonstrated experience providing support and advice on general operational HR matters.
- Demonstrated understanding of, and interest in, the lived experiences of Aboriginal people in the NLC region.
- Demonstrated high level cross-cultural, interpersonal and verbal communication skills with an ability to effectively liaise, engage and coordinate across an organisation and to build productive working relationships with work colleagues, constituents and external stakeholders.
- Intermediate skills in Microsoft Office and HR information systems.
- Demonstrated effective skills in time management, organisation and teamwork.
- Ability to maintain integrity and confidentiality.
- Demonstrated customer service skills and the ability to liaise effectively with a diverse range of internal/external stakeholders.

Date Approved: April 2024