

Position title:	Human Resources Officer and Systems Administrator
Position number:	TBC
Team:	Human Resources
Group:	Business Services
Position reports to:	Head of Human Resources
Employment type:	Permanent, Full-Time
Usual Place or Places of Work:	Negotiable
Position Level	SCHADS 4
Position contact:	kerri.carr@hhs.org.au
PD Reviewed	August 2024

ROLE PURPOSE

ABOUT US

At Haven Home Safe (HHS) we believe that everyone should be able to access a home no matter what circumstance they find themselves in. HHS is proud to partner with government, private and not-for-profit, industry and community-based organisations to deliver housing and integrated support programs. We are focused on outcomes that deliver better services and outcomes to Victorians in need. Everyone deserves a home.

HHS is committed to building a culture where we say 'yes' to flexible work arrangements, provide personal and professional development programs and support ways of working that help employees balance work and life.

HHS is an equal opportunity employer and welcomes applicants from a diverse range of backgrounds including veterans, people who identify as Aboriginal or Torres Strait Islander, people living with a disability, those from varied cultural backgrounds and those who identify as LGBTIQ+. HHS provides workplace adjustments for applicants living with disabilities.

The Business Services Group at HHS is responsible for providing business enabling people and corporate functions that drive a high-performance culture and support integrated operations.

ABOUT THE ROLE

The HR Officer and Systems Administrator provides system support to an internal range of stakeholders that operate across several HHS offices in Victoria. The position also conducts processing activities to ensure data governance and integrity with HHS' digital HR systems.

This position will provide system support to the business, in addition to supporting people leaders undertaking a range of people-related activities. The position also supports cross functional needs including, but not limited to, development of position descriptions, recruitment and contracts, onboarding, induction, offboarding, payroll liaison, and supporting and working closely with other Human Resources team members and the broader Business Services team.

The position will support HR business improvement projects, as they arise.

The HR Officer and Systems Administrator is responsible for supporting the Human Resources team, delivering services including supporting HR Business Partners, providing HR triage to people leaders across the organisation, drafting documents, recruitment, transactional record processing and payroll liaison, onboarding and offboarding staff, providing HR digital system support and training, and effectively managing data governance relating to people and positions.

POSITION OUTCOMES

Stakeholder Satisfaction – has responded to internal and external enquiries in a timely manner and to the satisfaction of the enquirer. Has developed positive, collaborative relationships with stakeholders across the business.

Administrative Support – has exercised attention to detail in the delivery of data entry into, and maintenance activities on, the HR system platforms.

Transactional Processing – has effectively deployed business processes, systems and tools used to action transactional business requests relating to people and position data.

Continuous Improvement – has contributed to implementing new opportunities which improve services and resolve stakeholder issues/concerns.

KEY SELECTION CRITERIA

Knowledge and Skills

Good Governance – Understands good governance in HR and business records and works towards ensuring all staff records are complete, accurate, up to date, and accessible (within appropriate delegations); Demonstrates expected confidentiality in the Human Resources environment.

Systems Thinking – Understands and can identify how own work is part of a system that connects to and interacts with other processes, people and structures; Understands systems thinking concepts and the role that systems thinking can play in solving complex problems and apply in own area of work.

Interpersonal Skills – Sees things from another's point of view and confirms understanding; Understands motivations, needs, and wants of stakeholders and their impact on service delivery; Tailors communications according to audience and/or audience preference; Engages with stakeholders demonstrating professionalism and respect.

Stakeholder Management – Takes steps to add value for the client or stakeholder; Links people with other areas as appropriate; Monitors client and stakeholder satisfaction; Constructively deals with stakeholder issues.

Communicate with Impact – Makes a positive impression on others and comes across with credibility; Communicates in a manner that is clear, fluent and holds the listener's / reader's attention; Able to deal with difficult and sensitive topics and questions; Demonstrates genuine warmth in engagement with others.

Customer Focus – Understands customer requirements and how work addresses customer needs; Identifies opportunities to improve services; Committed to delivering high quality outcomes.

Personal Attributes

Flexibility and Adaptability - Accepts changed priorities without undue discomfort. Responds quickly to changes. Willing to work co-operatively within a small team to ensure outcomes are achieved; Comfortable working in collaboration with teams outside of own group.

Resilience - Gives frank and honest feedback/advice. Listens when ideas are challenged, seeks to understand the nature of criticism and respond constructively; Displays confidence and conviction when communicating an opinion.

Working Collaboratively – Builds a supportive and cooperative team environment; Engages other teams to share information to understand or respond to issues; Supports others in challenging situations.

QUALIFICATIONS AND EXPERIENCE

Desirable

- Prior experience working in a senior administrative function in a complex organisation.
- Prior experience providing systems support and training for platforms such as Employment Hero (HR and Payroll functionality), Tribal Habits (e-learning), or similar.
- Prior experience working in-depth with Teams, SharePoint, Windows 11 Enterprise package.
- Demonstrated understanding of the role of the Human Resources function in a modern, complex business environment.

ROLE SPECIFIC REQUIREMENTS

Driver's license is mandatory for all HHS staff.

CULTURAL VALUES



WORKING FOR HAVEN HOME SAFE

Working with HHS presents a wide variety of opportunities, with a range of personal and professional development programs designed to develop our people and their careers. Working closely with the community sector enables you to make a difference to vulnerable Victorians in your local community and across Victoria. Some of the benefits that we offer you include:

Safety, Health and Wellbeing

HHS is committed to providing safe, healthy and workplace for all its people, including contractors and visitors. HHS reinforces its safety focus through embedding expectations of its leaders and people to support health and safety outcomes for all and compliance with all relevant health and safety laws (including the Occupational Health and Safety [OH&S] Act 2004 and its associated regulatory codes).

Flexibility to balance work and life commitments

Working together we can shape our future workplace and workforce to enable us to thrive in the hybrid working environment. Consistent with policy and in consultation with managers, employees are able to balance individual preferences with the needs and obligations of colleagues and the organisation. The nature and scope of the flexible options will depend on the requirements of the position.

Learning and Development

We want you to grow, develop and learn with us. HHS provides you with access to a range of internal and external learning and development opportunities to support your performance in your role and further your career aspirations. HHS also supports relevant study via negotiated financial assistance and leave provisions for approved courses.

Inclusion & Diversity

HHS aims to create a workforce that reflects the community, clients, and stakeholders we serve, and advance an inclusive workplace culture that values and optimises the contributions and talents of its diverse workforce. HHS delivers several inclusion and diversity initiatives, specific working groups, inclusion and diversity training, and tailored programs and support for employees. HHS has an approved Reflect Reconciliation Action Plan (RAP) in place and is in the process of developing our Innovate RAP in 2024.

Adaptability and Mobility

HHS has a focus on employees gaining relevant and diverse skills and experiences within the organisation. Factors such as changing governmental priorities or program funding, the pace and scale of technological advancement, changing community service delivery expectations, and the need to respond to evolving complex problems or crises may present opportunities for employees to be seconded to other positions within HHS or be deployed to different locations and roles to meet changing demands on services.

EMPLOYMENT CONDITIONS

Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa necessary for the nature of the position.

All new appointees to HHS will be subject to reference checks, as well as mandatory Safety Screening such as National Police Check and Working with Children Check.

Where a role is either at a non-executive director or an executive level or is directly engaged with provision of services aligned to the NDIS, a NDIS Worker Screening Check is required, and for workers a DWES check may also be required.

A Qualification check will be undertaken where there is a requirement for a mandatory qualification.

Successful external applicants appointed to a role at HHS will be subject to a probation period of six months. (Internal transfers are not subject to a probation period.)

The collection and handling of applications and personal information will be consistent with the requirements of the *Privacy Act 1988* (Cwt) and the *Privacy and Data Protection Act 2014* (Vic), and internal HHS policy.

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