

## POSITION DESCRIPTION

POSITION DETAILS			
<b>PD Number</b>	PD081		
<b>POSITION TITLE:</b>	<b>People &amp; Culture Officer</b>		
<b>REPORTS TO:</b>	People & Culture Manager		
<b>DIRECT REPORTS:</b>	0		
<b>GRADE</b>	3		
<b>HOURS</b>	38 hours per week		
<b>BUSINESS UNIT/LOCATION</b>	MCCI Head Office (Wollongong) with occasional travel to other offices within the Illawarra and ACT.		
<b>ROLE PURPOSE</b>	The People & Culture Officer works under general direction within the People and Culture team and is responsible for coordinating recruitment, on-boarding and off-boarding of staff, reporting, database management and delivering general HR administrative support.		
<b>KPI's</b>	Sustainability	Effective communication with relevant stakeholders and process implementation and improvements tasks to meet company goals.	90%
	Community Reach	Effective recruitment process to ensure business continuity - vacant roles filled within 6 -8 weeks	>85%
	Consumer Satisfaction & Impact	Respond to incoming enquires in a timely manner. Positive feedback from internal and external stakeholders.	>85%
	People & Culture:	Maintain open and collaborative working relationships with all stakeholders.	100%
	Service Delivery & Quality	Satisfaction with on-boarding and off-boarding process actions, completed within timeframe and with high quality.  Record keeping is up to date and in line with legislation and MCCI policy  Accuracy and thoroughness in administrative support produced.	100%  100%  >90%

## POSITION TASKS AND RESPONSIBILITIES

### **Sustainability**

- Coordinate MCCI’s administrative recruitment processes within established procedures to ensure that front-line personnel requirements are met and smoothly & efficiently implemented
- Maintain communication with Business Support Officer (Operations) and Finance to set up new employees or remove departing employees from the computer network/payroll.
- Assist with review and implementation of appropriate procedures and process improvements to ensure delivery of effective and efficient services.

### **Community Reach**

- Build and maintain positive and effective ongoing relationships with staff, candidates and service providers.
- Support the community-based activities of MCCI, which may include from time to time attending community events and/or supporting MCCI members.

### **Consumer Satisfaction and Impact**

- Respond to all incoming enquires in a prompt, courteous and professional manner.
- Assist in the collection of candidate and staff feedback.

### **People and Culture**

- Ensure open, collaborative, and transparent working relationships with the CEO, Management team, Finance and People & Culture Manager and team members.
- Attend regular staff & team meetings as required.
- Maintain a commitment to ongoing personal development and education.

### **Service Delivery and Quality**

- Coordinate an end-to-end recruitment process including sourcing, screening, scheduling, interviewing, background checks, respond to candidates, through to contract preparation, induction and on-boarding.
- Coordinate staff off-boarding process.
- Work proactively to maintain and monitor the HRIS is up to date with all required staff information and documents saved on file, including reporting.
- Prepare employment variations and general HR correspondence.
- Facilitate and provide HR administration support to the P&C team and organisation as required.
- Attend and participate in relevant meetings.
- Maintain an up to date working knowledge of MCCI’s services, activities and roles.
- Maintain a work environment that adheres to all health and safety policies and other relevant legislation and guidelines.
- Participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

## **Role requirements**

### **Values and Behaviours**

- Diversity – We believe in and celebrate an inclusive and culturally diverse society
- Respect – We value the contributions of all people and uphold the dignity of others
- Integrity – We always act in an open, honest, ethical and courageous way
- Empowerment – We advocate and actively support others to realise their aspirations and goals

	<ul style="list-style-type: none"> <li>• Collaboration – We work cooperatively with others who share our vision, values and purpose</li> <li>• Hope – We are inspired by the potential that change can bring to our community</li> </ul>
<b>Underlying characteristics</b>	<ul style="list-style-type: none"> <li>• Ability to problem solve, think outside the box and come up with creative recruitment strategies and solutions to reach and attract the right candidates.</li> <li>• Strong relationship building skills with internal and external stakeholders</li> <li>• Passion and commitment to working with people from CALD backgrounds</li> <li>• Work to achieve set recruitment KPI's/ targets.</li> <li>• Proven ability to time manage, multi-task and prioritise work according to business needs.</li> <li>• Self-directed and autonomous, requiring minimal supervision.</li> <li>• Looks for ways to improve quality and demonstrates accuracy and thoroughness in work produced.</li> <li>• Availability for occasional off-site travel to recruit candidates in other offices in Wollongong and ACT.</li> </ul>
<b>Experience Requirements</b>	<ul style="list-style-type: none"> <li>• At least 2 years' experience in a generalist HR role with focus on talent acquisition and recruitment.</li> <li>• Experience in using IT including Microsoft Office Suite and databases.</li> <li>• Demonstrated ability to be highly organised, effectively manage competing priorities, and to use own initiative and judgement.</li> <li>• Demonstrated high level interpersonal, teamwork, oral and written communication skills.</li> <li>• Experience in managing relationships with internal and external stakeholders.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Tertiary qualification in Business, Human Resources or similar or significant work experience in a related role.</li> </ul>
<b>Licence/s &amp; Checks</b>	<ul style="list-style-type: none"> <li>• Current Drivers Licence</li> <li>• Comprehensive car insurance</li> <li>• Valid Police check</li> <li>• Eligibility to work in Australia</li> <li>• COVID 19 vaccinations</li> </ul>

Employee Name			
Employee Signature		Date	
CEO Signature		Date	