



*Transforming
lives for stronger
communities*

Family Life

People, Culture & Quality Assistant (up to 0.75 FTE; 28.5hours per week)

Position Description **January 2017**

Vision

Capable communities, strong families, thriving children

Mission

Through effective services, support and connections, enable children, young people and families to thrive in caring communities.

Values

Respect: We acknowledge and value the human and legal right of all individuals

Inclusion: We maximise the opportunities for individuals and families to participate in local and broader communities

Community: We understand Family Life exists as part of a network of relationships and interactions

Empowerment: We encourage and strengthen individuals, families and communities

Preamble

Family Life is an independent, entrepreneurial community service organisation, offering a range of services, support and community building services. Family Life's work is acknowledged at all government levels for our innovation, impact and whole of community approach. Priority is given to vulnerable families, children and young people. Since its foundation in 1970 volunteers and community supporters have played a crucial role in the organisation.

Family Life is a youth and child safe organisation. We value, respect, and listen to children and young people. We are committed to the safety of all children and young people including the cultural safety of Aboriginal children and young people, culturally and/or linguistically diverse children and young people, gender and sexually diverse children and young people and children and young people with a disability.

Family Life supports children to meet their potential and thrive. We do not tolerate neglect, mistreatment or abuse of any kind.

The People, Culture and Quality Assistant is a key member of the People, Culture and Quality team, providing continuity across the working week and leading and supporting the efficient operation of People, Culture and Quality (P,C&Q) processes. The role is responsible for the administration of end to end P,C&Q processes, recording and reporting of data, system administration and phone queries.

The People, Culture and Quality Assistant will be based at Sandringham. From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.

Key Objectives

1. To ensure the efficient and effective administration of People and Culture processing tasks, including supporting:
 - End to end recruitment activities
 - Learning management system (My Learning Hub) coordination
 - Employee record keeping
 - Maintenance of databases
 - Quality audit preparation and participation
 - Employee exit process
 - Business support processes (ER, OH&S)
2. To support the Quality and Compliance Coordinator in the maintenance of document integrity of the Quality Management System and audit coordination.

Accountability

The People, Culture and Quality Assistant is accountable to the CEO through the People & Culture Manager.

Key Responsibilities

- 1. Recruitment & Selection**
 - Assist with end to end recruitment and selection processing (e.g. advertising, developing interview guides, candidate communication and onboarding).
 - Update Position Descriptions and advertising templates with standardised content.
 - Assist in archiving of job files in line with document retention policies and legislation.
 - Manage the student application process.
- 2. Induction**
 - Liaise with recruiting manager to confirm the induction program for new employees.
 - Participate in the induction program.
 - Create new employee profiles.
 - Process paperwork associated with induction/onboarding.
- 3. Learning & Development**
 - Assist with the coordination of My Learning Hub.
 - Maintain the annual L&D Calendar.
 - Manage and advise on the Training Authorisation process.
 - Assist with coordination and promotion of internal training sessions.
 - Lead the design, collection and interpretation of training feedback.
 - Maintain records of L&D activities.
- 4. Quality and compliance**
 - Assist the Quality and Compliance Coordinator to maintain the document integrity of the Quality Management system.
 - Assist with documenting and conduct of internal quality audits.
 - Assist with coordination and preparation for external quality audits.
 - Attend and minute Internal Audit Team meetings as required.

- Assist with follow up of quality improvement activities.
 - Support with the maintenance of the PPP (policy, practice and proforma database).
- 5. P&C Business Support (reporting, ER, OH&S, General)**
- Support the P&C team, whose priority is to work in the field with managers and staff, with all admin and information requests.
 - Take a customer service approach to all requests for information and advice, internal and external.
 - Provide advice and assistance to staff regarding People and Culture processes.
 - Make judgements about the need to escalate issues of potential risk to the organisation.
 - Assist with administrative duties of the People & Culture team including minutes of meetings as required.
- 6. Record keeping and reporting**
- Maintain personnel files to quality standards.
 - Maintain accurate spreadsheets of employee details to track important employment dates and current details.
 - Assist in data entry activities related to the preparation of data and uploading of data onto a HRIS system.
 - Pull and present data from records as requested.
 - Collect and administer processes relating to leave and employee details changes (including employment details).
 - Compile date and complete WGEA reporting, in conjunction with P&C Manager.
 - Collate, Performance, Plan & Review paperwork.
- 7. Employee Exit**
- Assist with the processes and communications required when a staff member leaves Family Life.
 - Assist in archiving employee files following their exit in line with document retention policies and legislation.
- 8. Systems and technology**
- Write and post relevant HR blogs.
 - Liaise with Techware (external IT provider) regarding all employee tech changes.
- 9. Professional Development**
- Develop and maintain personal and professional support networks, drawing on resources and expertise of Family Life teams.
 - Pursue relevant professional growth and development opportunities.
 - Participate in annual performance appraisal – Performance Plan and Review (PPR).
 - Pro-actively plan for personal and professional development using the Individual Development Plan (IDP).
- 10. Other**
- Perform other duties consistent with the position as required by the organisation and consistent with meeting the contractual and compliance obligations of the organisation as these may vary over time.
 - Familiarise self with systems, and be able to respond to requests in the absence of or to support the P&C Coordinator/Manager.

Key Selection Criteria

Essential

Experience

- Experience in an similar administration role (ideally, in a HR environment).

Skills

- Highly developed written and verbal communication skills.
- Strong administrative skills, accuracy and attention to detail.
- Organisational and time management skills.
- Capacity to work effectively under limited supervision and as part of a team.
- Ability to produce thorough documentation.
- Ability to develop and maintain productive working relationships with staff and management.
- Ability to represent the organisation in a professional and positive manner.
- Strong computer skills (intermediate level) in a Windows environment including MS Word, Google systems, internet applications and e-mail.
- Ability to embrace new technology to enhance productivity and effectiveness.

Attributes

- Uses Initiative.
- Maintains confidentiality and integrity.
- Takes a proactive and flexible approach to work.
- Demonstrates ability to work as part of a team and autonomously.
- Is mature, assertive and confident in approach to people.
- Is flexible and adaptable in response to the needs of the organisation and the position.
- Shows commitment to continuous improvement and innovation.
- Demonstrates strong customer service focus.
- Is inquisitive and resourceful.

Desirable

Qualifications

- Graduate, or working towards completion, of a degree or diploma in Business, Commerce or Human Resource Management.

Additional Information

- Must have current driver's license valid in Victoria.
- Family Life is a youth and child safe organisation. We value, respect, and listen to children and young people.
- Any offer of employment is subject to a satisfactory Police Records check and Employment Working with Children check.
- Family Life is committed to providing a safe, healthy and friendly working environment free of discrimination.
- We expect all staff and volunteers to understand and behave in accordance with our mission, values and code of conduct.
- We pride ourselves on being flexible and family-friendly wherever possible, and operate a Time in Lieu system for the mutual benefit of staff and the organisation.
- Family Life encourages and provides for personal and professional development appropriate to the position.