

HR	Success Profile	
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Role	HR Co-Ordinator
Reports to	HR Manager
Location	Chatswood
Manages / Supervises	n/a
Date revised	February 2019

PURPOSE OF THE JOB:

The HR Co-ordinator will provide efficient and accurate coordination and administration services to the HR Team and the organisation. The position provides first level HR information, guidance and support to GDN Managers & Employees supporting the organisation in meeting its strategic goals through its people. The role will contribute to relevant HR projects and enable the HR function to achieve effective and sustainable practice.

KEY ACCOUNTABILITIES:

Key Result Area	JOB HOLDER IS SUCCESSFUL WHEN:
HR & Volunteering Coordination	<ul style="list-style-type: none"> • HR solutions that meet the needs of the organisation are developed and provided to GDN in collaboration with HR Partners and other HR team members. • Annual HR Cycle activities are efficiently organised and managed e.g. Performance Review, Salary Review. • HR offerings/programmes e.g. benefits, recognition, long service awards are accurately and effectively organised and managed. • HR in-box is managed effectively and responses to employee & volunteer enquiries are delivered in a timely manner. • Issues are resolved and/or escalated as appropriate. • HR employee letters are prepared with appropriate authorisation and actioned in a timely manner. • The on-boarding process is efficient and provides a quality candidate experience.

	<ul style="list-style-type: none"> • Employee exit procedures are co-ordinated – including payroll, acknowledgement to employee, sending exit survey to employee and their manager. • Recruitment processes are followed in a timely manner, delivering quality candidate experience in collaboration with HR Partners and Managers. • Training administration is managed accurately & efficiently. • HR Administration is up to date, files are prepared and provided to payroll as soon as documents are received from employee and all filing is completed in a timely manner including archiving as appropriate.
First Line Support	<ul style="list-style-type: none"> • First level general guidance is provided to employees and managers on HR policy, programmes, practices and related questions. • Issues are resolved and escalated as required.
Policy & Procedure	<ul style="list-style-type: none"> • Guidance is provided to employees and managers on Policy and related matters. • A review cycle for Policies & Procedures is set up, managed and maintained. • Recommendations to Policy are made and actioned in light of legislative or organisational changes. • Opportunities to improve and streamline HR Policies, Processes & Procedures are actively sought and actioned. • Policies and programmes are reviewed to ensure accuracy and relevancy to employees.
Reporting	<ul style="list-style-type: none"> • Organisation reports including headcount, training, benefit and dashboard reporting are designed and delivered in line with the reporting schedule. • Org charts remain accurate and up to date.
Systems Administration	<ul style="list-style-type: none"> • HR systems are maintained up to date and accurate. • Systems administration is managed with minimal system outages. • Improvements to the HR System are researched, recommended and actioned.
HR Projects	<ul style="list-style-type: none"> • Relevant HR projects are delivered to time, scope and quality requirements.

NOTES:

- Complete other tasks as required / directed.

KNOWLEDGE AND EXPERIENCE REQUIRED TO BE SUCCESSFUL IN THE ROLE:

Essential	Desirable
<ul style="list-style-type: none">• Experience working within an HR environment• A self-starter who is able to use their initiative and own judgement to achieve outcomes• Collaborative with the ability to work independently or as part of a team• Attentive to detail with strong organisation and multitasking ability• Pro-active and delivery oriented with the ability to work to deadlines and under pressure• Customer service focused with strong communication skills• Able to manage confidential and sensitive information appropriately• Capable across MS Office e.g. Word & Excel	<ul style="list-style-type: none">• Continuous improvement mindset• Business/HR tertiary qualification• Prior experience in volunteers' coordination and/or learning & development administration

[Name]

[Sign]

[Date]
