

Position Description



Position:	People & Culture Coordinator
Reports To:	People and Culture Business Partner
Award Classification	Level 4 under the Social, Community, Home Care and Disability Services Industry Award 2010
Location:	Based at Footscray VIC (Flexible work arrangements available upon agreement, travel to other ASRC sites required)
Date Update:	January 2025

Organisational context

The Asylum Seeker Resource Centre (ASRC) is the largest aid, employment, health and advocacy organisation for people seeking asylum in Australia. We are an independent not-for-profit organisation whose programs support and empower people seeking asylum to maximise their own physical, mental and social well being through a range of direct services as well as participating in law reform, campaigning and lobbying.

About the Team

The ASRC recognises that its people are at the heart of the ASRC movement and are key to delivering the range of services for people seeking asylum. The People & Culture team are primarily responsible for supporting the organisation's workforce (staff & volunteers) lifecycle from end to end. The People & Culture team supports the workforce to perform at their best, to ensure the highest quality of service for the ARC's key stakeholders; people seeking refuge and asylum in Australia.

Position Purpose

The People and Culture Coordinator is responsible for the high level coordination of People and Culture talent management and workplace enquiries. It is responsible to consistently deliver a high standard of customer service across the workforce lifecycle. Provision of timely and highly effective solutions to leadership team members and employees particularly in talent management, recruitment and attraction, onboarding, offboarding, workplace policies and processes, Fair Work and Award questions and effective data management. Strong cross collaboration with payroll services is essential in ensuring we have accurate and accountable data and process workflows.

Key Accountabilities

- Coordinate the end to end recruitment process, including drafting job ads, screening applications and attending interviews.
- Oversee onboarding processes, such as contract management and coordination of induction of new employees.
- Serve as the first point of contact for generalist workforce advice and support to managers and staff related to established P&C policies and procedures, Fair Work, NES and Award entitlements.
- Manage the HR email ensuring timely, accurate advice and support and timely referral to the relevant People and Culture specialist where appropriate.
- Manage and maintain online workforce personnel files, ensuring a consistent and organised approach.
- Producing regular reporting of workforce metrics, ensuring data integrity.
- Developing and maintaining employee quick reference guides, resources and P&C intranet pages.
- Support the review and update of HR policies and procedures to ensure compliance with legislation and industry best practice.
- Coordinate team meetings, P&C calendar of events, and coordinate training and development initiatives including booking sessions and tracking attendance.
- Facilitate and support the improvement of workforce conditions and programs that encourage workforce engagement.
- Work with the Volunteer Engagement Lead & Head of People and Culture to integrate workforce processes, implement new systems and ways of working.
- Continuously scan the external environment to ensure our approaches to support teams and attracting talent to the ASRC is in keeping with industry best practice.
- Support the People and Culture team in delivering on projects related to system and process improvements.

All ASRC people must:

- Understand and follow their responsibility to always act in a manner that supports the safety, health and wellbeing of themselves and others in the workplace.
- Centre the rights of people seeking asylum and actively working toward bringing the ASRC vision and purpose to life.
- Demonstrate the ASRC values of Collaboration, Welcome, Courage and Authenticity and demonstrate behaviours that contribute to a culturally safe, inclusive and respectful workplace.

Role Requirements

Essential Skills, Experience & Qualifications

- Tertiary qualification in Human Resources or relevant discipline and/or experience in a similar role.

- Demonstrated experience in coordinating end-to-end recruitment, selection, and onboarding processes, including identifying improvements and implementing best practices.
- Strong understanding of, and ability to read and interpret, Modern Awards, Fair Work and NES.
- Experience in developing and managing HR system processes.
- Demonstrated understanding of Diversity Equity and Inclusion practices.
- Excellent organisational and time management skills with the ability to handle multiple tasks and meet deadlines.
- High level of attention to detail, including accurate administration and record keeping.
- Strong written and verbal communication skills, with the ability to build relationships at all levels.
- Excellent computer literacy with the ability to adapt to new systems and technologies.
- Proven ability to develop and maintain professional, inclusive and respectful relationships with stakeholders.
- Demonstrated capability to work as a cohesive team with the ability to share, coach others and work collaboratively.
- Experience in managing, updating and improving program processes and functions.

Desirable:

- Experience in HRIS systems.
- Previous use of Asana, JIRA or similar.
- Lived experience of seeking asylum.
- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia.

Policy and screening requirements

All ASRC staff and volunteers are required to adhere to policies and procedures which aim to further culturally safe, inclusive and respectful work practices. All offers of employment are subject to satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.

I have read and understood and agree to perform the responsibilities outlined in this position description.
Name:
Date: