



eQuality Support - Position description

POSITION TITLE:	People Experience Administration Officer
CLASSIFICATION:	Full-time
REPORTS TO:	People Experience Business Partner
KEY RELATIONSHIPS:	Internal: Client and Clinical Services, People Experience, Marketing and Communications, Finance, Management
EFFECTIVE DATE:	January 2024
APPROVED BY:	Managing Director, eQuality Support

Purpose statement:

The People Experience (PX) Administration Officer ensures efficient PX and recruitment processes, supporting business objectives. They manage administrative tasks, enhance candidate and employee experiences, and collaborate for streamlined procedures, fostering a positive workplace culture aligned with strategic goals.

Key Responsibilities:

1. Provide administrative support to the recruitment process including but not limited to:
 - organising interviews
 - coordinating the reference check
 - sending out employment offers.
2. Manage the administration of tasks and data relating to employee life cycle, employee recognition, training completions, engagement and health and well-being programs, ensuring NDIS and business compliance including but not limited to:
 - Supporting new starters with onboarding and compliance documentation including following up with paperwork and pre-employment screening check returns
 - Prepare staff ID cards.
 - Manage the expiry process for pre-employment checks
 - Maintaining and updating electronic copies of candidate and employee files.
 - Coordinating and administering HR forms, templates, and standard letters.
 - Assist as required with any training or event administration including bookings, catering and general support.
 - Monitor employee referral program and action as required.
3. Undertake general administration tasks to ensure the effective operations of the People Experience department.
4. Maintain effective relationships with internal and external stakeholders.
5. Develop a broad understanding of the SCHADS award and Industrial Relations legislations.
6. Ensure confidentiality of all PX processes and information.
7. Role modelling key organisational values and behaviours.
8. Operate in a collaborative and consultative manner with all internal stakeholders.

9. Promote a person focused approach in all activities and behaviours.
10. Other duties consistent with the role as required.

Key Capabilities:

Knowledge & Experience

Essential

- Experience in general administration and/or customer service.
- Proven team-oriented approach to work, with demonstrated ability to work collaboratively.
- Experience using the Microsoft Office suite of products.

Desirable

- Experience with database management.
- Relevant tertiary qualifications.

Skills & Attributes

- An understanding of and complete commitment to confidentiality.
- Strong attention to detail.
- Strong time management skills, including the ability to manage competing and/or changing priorities, and deliver to deadlines.
- Ability to communicate, both orally and in writing, in a clear and concise manner.
- Ability to work in a team environment with a flexible approach, as well as being able to work independently with minimal supervision.
- Ability to maintain confidentiality and professionalism in relation to all personal, financial, and corporate matters.
- Strong interpersonal and customer service skills.
- Demonstrated enthusiasm and willingness to quickly learn and adapt to our organisation's specific software, processes, and industry-related tools.
- Proven ability to work seamlessly across cross-functional teams, fostering a collaborative and inclusive environment that leverages diverse perspectives and expertise.

NOTE: Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.

POSITION DESCRIPTION AUTHORISED BY

Manager Signature	Manager Print Name	Date
		/ / .
Director Signature	Director Print Name	Date
		/ / .

EMPLOYEE ACKNOWLEDGEMENT

I hereby acknowledge that I have received a copy of my Position Description and have read and agree with the duties and responsibilities that have been outlined. I also acknowledge statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.

Employee Signature	Employee Print Name	Date
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