






## People and Culture Recruitment and Administration Officer

Department:	Corporate Services
Location:	Cairns, Townsville, or Mackay
Position type:	Full-time
Classification:	Level 6
Reports to:	People and Culture Manager
Direct reports:	Nil

### Our values

	Values statements	Core commitments
 Collaboration	We connect co-operatively across boundaries to share ideas and achieve our goals together.  <b>'We work together'</b>	I will work co-operatively across teams to achieve outcomes.  I will connect with others to build trusting relationships.  I will share ideas, knowledge, and resources.
 Leadership	We are empowered, inspired, and will step up to create a better future.  <b>'We are all leaders'</b>	I will role-model positive behaviours.  I will create opportunities to have a positive impact.  I will take responsibility for contributing to NQPHN's culture and success.
 Integrity	We hold ourselves to the highest standards of ethics and professionalism.  <b>'We do the right thing'</b>	I will be consistently ethical and trustworthy.  I will display high levels of professionalism at all times.  I will represent NQPHN with pride.
 Accountability	We own our actions, follow through on our promises, and live our values.  <b>'We do what we say'</b>	I will follow through on my commitments.  I will take ownership of my work and performance.  I will be transparent and forthcoming with information.
 Respect	We hear, acknowledge, and value all people and voices, finding unity in our diversity.  <b>'We are considerate'</b>	I will actively seek out and value different perspectives.  I will treat all people with appreciation, dignity, and courtesy.  I will be culturally informed and sensitive.



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.





## Role summary

The People and Culture Recruitment and Administration Officer will be responsible for managing our full cycle recruitment processes and will support the provision of all human resource functions for the organisation.

The officer will play a key support role for the People and Culture team to assist with the delivery of human resource initiatives and outcomes across the organisation. Attention to detail is paramount, with a main component of the role relating to the accurate and timely management of recruitment and the preparation of documentation.

## Key responsibilities

### Role-specific

- Use the HRIS online recruitment module to coordinate and administer the recruitment and selection processes and programs, including placement of job advertisements, position descriptions, and preparation of all relevant documentation.
- Assist managers in the implementation of recruitment processes.
- Assist with the amendments to position descriptions and classifications.
- Participate in recruitment selection panels, for roles advertised internally and externally (as required).
- Coordinate the onboarding and induction processes through the HRIS and Learning Management System, ensuring that inductions are completed within the prescribed timelines.
- Assist with the ongoing development and implementation of the NQPHN Induction Program, which includes periodically reviewing the program to ensure that information is accurate and current.
- Support the People and Culture Team with the development, adherence and implementation of the People and Culture Framework/Strategy including, policies and procedures, recruitment, selection and retention systems, training and development plans and performance management systems.
- Develop, maintain, and champion a culture among staff which is open to change and supports continuous quality improvement, collaboration, respect, and accountability.
- Providing support to all People and Culture enquiries received, including email and over the phone.
- Support the provision of services that assist staff on legislation, policy, industrial relations, employee relations, related matters.
- Maintain the HRIS and Learning Management System.

### Organisation-wide

- Committed to “One PHN” and working collaboratively and engaging purposefully across the organisation, including the offices, teams, and functions.
- Ensure “best practice” processes across all areas of responsibilities.
- Comply with the organisation’s policies and procedures.
- Ensure the safety of yourself and others in line with the organisation’s WHS policies and procedures and the Workplace Health and Safety Act 2011.
- Perform other duties reasonably required as directed.

## Key selection criteria

- Ideally you will have a minimum of two years' exposure and/or experience in recruitment and generalist human resources.
- Demonstrated experience using an HRIS, preferably EmployeeConnect.
- Proven ability to effectively plan, prioritise and manage multiple and competing activities to meet business expectations and deadlines.
- Knowledge of contemporary human resource practices and ability to use that knowledge in developing practical solutions to problems.
- Highly developed communication skills, including the ability to effectively communicate and negotiate in writing and verbally with stakeholders across all levels of the organisation.
- Exposure to operating with confidential information and exercising the highest degree of discretion.
- Demonstrated administrative and organisational skills including proficiency MS Office in particular, Word, Excel, and PowerPoint, EmployeeConnect or similar, and a Learning Management System (Go1).

## Other requirements

- Current Drivers Licence.
- Provide a National Police Check less than three months old.

## Capability Framework

NQPHN has a capability framework in place. This role has the following core competencies and expected levels.

Core Competency	Standard
Teamwork and team leadership	<ul style="list-style-type: none"><li>• Supports others in taking independent action.</li><li>• Resolves issues that occur with minimal direction.</li><li>• Invites and builds upon the ideas of others.</li><li>• Assumes additional responsibilities to facilitate the achievement of team goals.</li><li>• Actively shares knowledge among peers or offers advice to less experienced colleagues.</li><li>• Effectively transfers acquired knowledge and expertise.</li><li>• Demonstrates initiative in professional self-development.</li></ul>
Resource management	<ul style="list-style-type: none"><li>• Manages the allocation of resources in relation to business needs.</li><li>• Manages the work plan, sets timelines and milestones, and involves stakeholders to deliver on time.</li><li>• Provides advice on procedures and the use of resources.</li></ul>

Core Competency	Standard
Flexibility and continuous improvement	<ul style="list-style-type: none"> <li>• Anticipates having to adapt work methods to changing technology and environments.</li> <li>• Considers problems from all new perspectives and can expand on the thinking or solutions proposed by others.</li> <li>• Adapts to new ideas and initiatives relevant to own area of work.</li> <li>• Understands and promotes the Organisation's business needs and policies for introducing change.</li> <li>• Is able to present the Organisation's priorities as they relate to own area of work.</li> <li>• Explains and convinces others of the need for adaptation and change of policies, structures, and methods.</li> </ul>
Stakeholder engagement and communications	<ul style="list-style-type: none"> <li>• Writes information coming from multiple sources in a logical and comprehensive, yet concise manner.</li> <li>• Combines information from various sources in a concise and consistent manner.</li> <li>• Makes sound use of graphics and tables to effectively present numerical data.</li> <li>• Actively nurtures both formal and informal contacts to facilitate the progress of work by proactively sharing information, best practices and respective interests and areas of expertise.</li> <li>• Identifies current or past contacts that can provide work-related information or assistance.</li> <li>• Fosters two-way trust in dealing with contacts (e.g. maintains confidentiality regarding sensitive information).</li> </ul>
Quality management	<ul style="list-style-type: none"> <li>• Gain an understanding of quality management systems, so effective feedback on limitations can be provided.</li> <li>• Utilise quality management systems where provided by the PHN.</li> <li>• Provide feedback to line managers on utility of quality management systems.</li> </ul>
Strategic thinking and innovation	<ul style="list-style-type: none"> <li>• Provides a rationale for decisions, relating them to the overall goals.</li> <li>• Able to work on strategic activities within the team, either across the whole or within particular areas.</li> <li>• Actively contributes to strategic discussions.</li> <li>• Understands the organisation's current and future role.</li> <li>• Looks for opportunities for business improvement.</li> </ul>
Governance and risk	<ul style="list-style-type: none"> <li>• Ensures governance arrangements are being met.</li> <li>• Constructs formal reporting structures that are appropriate for successful partnerships.</li> <li>• Refers to key healthcare benchmarks in making recommendations.</li> </ul>

Core Competency	Standard
	<ul style="list-style-type: none"> <li>• Has a working understanding of the legal governance of engagement with public and service users.</li> <li>• Identifies and manages risk.</li> <li>• Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety.</li> <li>• Contributes to a safe workplace.</li> </ul>
Project and program management	<ul style="list-style-type: none"> <li>• Ensures a clear project scope.</li> <li>• Develops effective project plans and cost schedules.</li> <li>• Calculates, relates, and responds to variances in schedule and costs.</li> <li>• Ensures effective project reporting.</li> <li>• Effectively manages project change using appropriate change control techniques.</li> <li>• Able to identify major and minor tasks for projects using a broad range of complex and technical tools.</li> <li>• Manages relationships of internal and external resources and interfaces with other groups.</li> <li>• Can identify and mitigate variations, changes, and conflicts.</li> <li>• Solves complex problems in own area even when not always clearly defined.</li> <li>• Resolves problems that may impact upon wider team/overall objectives.</li> <li>• Able to apply a broad range of complex, technical or professional risk tools in a wide variety of projects.</li> </ul>

*This position description contains a limited summary of the most frequently occurring tasks and responsibilities. In practice the employee can and will be entrusted with various other tasks and responsibilities that may also be of vital importance to the performance of his or her duties. The employee will properly execute these tasks and responsibilities and will not limit themselves to invoke the tasks and responsibilities exclusively summarised in this position description.*