

POSITION DESCRIPTION

1 Position Details

Item	Description
Position Title	People & Culture Coordinator
Program Name	People and Culture
Position Type	Part-Time, Permanent (21 hours / 3 days per week, days and hours by agreement)
Classification	SCHADS Grade 4
Reports To	Head of People and Culture
Office Location	Campsie and all other offices as required

2 Position Purpose

The People & Culture Coordinator provides high-quality operational and administrative support across the organisation's people and culture function.

The role provides HR advice to managers and staff on routine employment matters, Award interpretation, policy application and HR processes.

The role supports the effective delivery of HR processes and systems, including recruitment and onboarding, employee lifecycle administration, HR documentation, data management and reporting. It exists to ensure people processes are delivered accurately, consistently and in line with organisational policies and legislative requirements.

The role operates under the direction of the Head of People & Culture, escalating issues, risks and exceptions as required.

3 Key Responsibilities

Responsibility Area	Key Activities
HR Administration, Recruitment and Onboarding	• Coordinate end-to-end recruitment processes, including advertising, candidate communication, interview scheduling, referee checks and pre-employment compliance checks. • Provides advice to managers on routine recruitment matters, classification queries and compliance requirements. • Reviews position descriptions for consistency with organisational templates and SCHADS Award classification descriptions. • Support shortlisting and selection processes by coordinating documentation, participating on interview panels as required, and ensuring fair, consistent and compliant recruitment practices.

Responsibility Area	Key Activities
	• Coordinate onboarding for new starters, including preparation of contracts and documentation, HRIS setup, induction scheduling and coordination with managers and relevant teams. • Administer exit processes, probation milestones, contract variations and employment lifecycle documentation using approved templates. • Maintain accurate and up-to-date employee records, registers and personnel files in line with privacy and confidentiality requirements.
HR Systems and HRIS Support	• Administer and maintain the HRIS (HR Partner), including data entry, updates, reporting and user support. • Analyse HRIS data to identify trends, risks and data integrity issues, and prepare recommendations for corrective actions. • Support the implementation and ongoing use of people processes within the HRIS, including recruitment, onboarding, performance and learning records. • Generate routine people reports and workforce data as requested by the Head of People & Culture. • Identify system issues or data quality risks and escalate as required.
Recruitment, Learning and Development Support	• Coordinate learning and development activities, including training bookings, attendance tracking and record maintenance. • Maintain learning records and support reporting on mandatory and role-specific training. • Assist with scheduling and coordination of performance and supervision cycles.
Policy, Compliance and Documentation	• Support the maintenance and dissemination of HR policies, procedures and guidelines. • Draft updates to HR policies and procedures for review by the Head of People & Culture. • Provide advice to staff and managers on the application of HR policies. • Assist with compliance documentation relating to Working with Children Checks, Police Checks and other employment requirements. • Support workers compensation and injury management administration under the direction of the Head of People & Culture, including documentation and liaison with managers and insurers. • Provide advice to managers on mandatory training requirements and monitor compliance.
Support to Managers and Stakeholders	• Provide first-point administrative support to managers and staff on HR processes, forms and systems. • Provide HR advice on routine matters including leave entitlements, Award provisions.

Responsibility Area	Key Activities
	- Escalate complex, sensitive or non-routine matters to the Head of People & Culture. - Deliver a professional, responsive and confidential service to internal stakeholders.
Volunteer and Placement Coordination	- Coordinate administration and compliance processes for volunteers and student placements, including onboarding documentation, record-keeping and system updates. - Ensure required checks, agreements and inductions are completed and recorded in line with organisational policy and legislative requirements. - Provide advice on volunteer compliance requirements and support managers to resolve non-routine issues. - Maintain accurate volunteer and placement records and support reporting as required. - Escalate compliance issues, risks or non-standard matters to the Head of People & Culture.

4 Key Relationships

Internal	External
- Head of People & Culture - Managers and Team Leaders - Finance and Payroll Support - All Staff	- Recruitment agencies (as required) - Training providers - Workers compensation insurers - HRIS and service providers

5 Key Capabilities

- Strong administrative capability with high attention to detail
- Ability to manage confidential information with discretion and professionalism
- Ability to exercise judgment and problem solve within established guidelines
- Ability to support managers in HR processes
- Well-organised with the ability to manage competing priorities
- Comfortable working with HR systems and databases
- Clear written and verbal communication skills
- Ability to follow established processes and escalate appropriately

6 Qualifications and Experience

Essential:

- Experience in an HR administration, people support or coordination role
- Sound working knowledge of HR processes and employment lifecycle administration
- Experience using HR systems and Microsoft Office applications

Desirable:

- Relevant qualification in Human Resources or Business Administration
- Experience in not-for-profit or community services environments
- Familiarity with SCHADS Award or similar industrial instruments

7 Compliance Requirements

- Current Working with Children Check
- Current National Police Check
- Compliance with organisational policies and procedures
- Complies with Stepwise information security policies, standards, plans and procedures relevant to the program area.
- Maintains the security, confidentiality and appropriate handling of client and organisational information assets.
- Participates in required security awareness training and implements information management practices appropriately.
- Identifies and reports suspected or actual information security or safety incidents in accordance with organisational protocols.

8 Organisational Commitments

The organisation is committed to child-safe practice, cultural safety and inclusive service delivery. Employees are expected to uphold the organisation's values, comply with relevant legislation and contribute to a respectful and safe workplace.

9 Decision Making and Accountability

The People & Culture Coordinator operates within established policies, procedures and delegated authority.

The role does not make independent decisions on industrial relations matters, employment risk, remuneration or disciplinary action. These matters are escalated to the Head of People & Culture.

10 Acknowledgement

This Position Description outlines the general purpose, responsibilities, and expectations of the role as at the date of issue. It is intended to provide guidance on the scope and requirements of the position.

This Position Description may be reviewed and updated from time to time to reflect organisational, operational, or service delivery needs. Reasonable consultation will occur where changes materially impact the role.

By signing below, the employee acknowledges that they have read, understood, and discussed the expectations of the position with their manager.

Name	Signature	Date
Employee		

Manager		
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Field	Details
Document Title	People & Culture Coordinator
Program / Team	People and Culture
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