REPORTS TO
Manager, People and Culture

LOCATION
Orange Sky Australia HQ – Brisbane

EMPLOYMENT STATUS
Permanent Employee

WORKING HOURS
Standard business hours and additional time as required by the role

ROLE PURPOSE
The People & Culture Officer is responsible for providing staff and managers with accurate and timely support, administration and advice in relation to a range of HR activities and contribute to the continuous improvement of Orange Sky Australia.

ROLE RELATIONSHIPS
You will develop close working relationships with internal and external stakeholders, including:

- Manager, People and Culture
- CEO, Finance Manager, and all other employees
- Volunteers
- Friends on the street
- External contractors

ROLE RESPONSIBILITIES

Recruitment & Onboarding:
- Coordinate and work with managers to assist the recruitment and selection process. This includes:
  - Identifying skill and knowledge gaps in the organisation;
  - Developing position descriptions;
  - Advertising vacancies;
  - Managing candidate tracking;
  - Shortlisting candidates and conducting phone screens;
  - Supporting managers to conduct interviews;
  - Conducting reference checks;
  - Preparing employment contracts and paperwork;
  - Planning and conducting inductions; and
  - Notifying unsuccessful candidates.
- Develop an information pack for applicants about working with Orange Sky and our recruitment processes.
- Effectively coordinate all documentation for new employees, ensuring they receive comprehensive new starter packs, uniforms, contracts of employment, etc.
- Facilitate new employee documents and administration to Payroll.
- Advise employees of probation policies and procedures and coordinate reviews, providing advice where necessary on issues as raised.
- Seek onboarding feedback from new employees and proactively assist with resolving any issues.
- Updating the organisation chart.

Learning & Development:
- Develop and maintain a training calendar each year that meets identified staff and volunteer training needs.
• Ensure all staff maintain mandatory qualifications for their role.
• Actively participate in staff induction programs.
• Coordinate external training providers and resources, including Mental Health First Aid and DV-alert and other training as required.
• Assist the People and Culture Manager with training development.
• Develop and maintain employee and volunteer training records/skills inventories.

Safety:
• Develop and co-ordinate OHS activities to raise awareness including procedures, communication and consultation.
• Coordinate First Aid, Fire Warden, Contact Officer and related OHS training and maintain records.
• Assist in the co-ordination and liaison relating to WorkCover or other insurance claims.

Performance Development:
• Administer the performance development program.
• Advise staff and managers on current processes, policies, forms etc. required for the performance development program.
• Ensure that employee performance records are up-to-date.
• Assist the People and Culture Manager to develop and implement recognition strategies to reward high performing employees.

General HR Support:
• Proactively develop, update and maintain all policies, procedures, guidelines and documentation related to HR and payroll.
• Assist the People and Culture Manager to research, source and implement a customised Talent Management System to streamline recruitment, performance development; and learning and development.
• Provide effective and timely HR advice and support to staff and managers in relation to HR issues/activities.
• Show initiative and attention to detail, discretion and confidentiality in relation to staff employment information and issues.
• Keep abreast of current and emerging human resource and employee relations issues.
• Making recommendations on volunteer and employee retention strategies.
• Supporting the People and Culture Manager with the preparation of monthly board reports on volunteer attraction and retention, and other pertinent staff information such as new hires and resignations.

Payroll Support:
• Undertake payroll activities as required.
• Researching relevant salary surveys to maintain currency and equity with remuneration ranges.
• Provide regular back up and support for payroll processes.
• Researching and implementing SPER debt and work for the dole activities.
• Assist in improvement based work as assigned by the Finance Manager.
• Develop and manage partnerships with employment services.
Connecting our homeless friends with community through positive & genuine conversations

Qualifications:
• Tertiary qualifications in Human Resources Management or related field.

Requirements:
• Very high attention to detail.
• Excellent verbal communication skills and presentation ability.
• Sound understanding of Awards and Workplace legislation.
• Ability to use sound and accurate judgment, maintain strict confidentiality and work ethically at all times.
• Superior organisational skills with a high degree of drive, initiative, outcome orientation and the capacity to deal with multiple and often conflicting priorities.
• Personal commitment to improving knowledge and skills through professional development activities.
• Ability to interact positively with management and all volunteers/employees.
• Ability to prioritise own workload, work autonomously and utilize effective time management skills.
• A genuine passion for Orange Sky!