



Position Description

Human Resources Assistant

Wesley Human Resources
October 2024

Agreement

Signed-Manager

Signed-Employee

Date

Date



Human Resources Assistant

Wesley Human Resources

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is:

“A Spirit-led disciple-making movement: doing all the good we can because every life matters”.

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Wesley Mission’s strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our vision.

Our position descriptions and performance plans are aligned with these four key directions.

2 Overview of Wesley Human Resources

As part of the Wesley People & Culture team, Human Resources (HR) Operations oversees a wide range of both strategic and operational human resource activities in order to achieve organisational goals which include, but not limited to:

- analysis and reporting
- employment contracts
- employee wellness and development
- grievance and dispute management
- employment relations
- remuneration and benefits
- compliance with employment legislation awards and enterprise agreements
- review and development of policies and procedures
- recruitment and selection
- change management
- performance management.

3 Overview of role

As part of the Wesley Human Resources team, the purpose of the role is to support the daily operation of the HR Operations team by ensuring the administrative activities of the team are carried out in an effective and efficient manner.

4 Relationships

Reports to: Human Resources Business Partner

Works with: HR Operations team and wider HR group, including Payroll; Work, Health and Safety; and Learning and Development; managers and employees across the whole of Wesley Mission

Key Stakeholders: Industry / employer organisations, government departments, other service providers, and industry/peak organisations

5 Major role responsibilities

5.1 Our clients

- be a strong ambassador for the Wesley Human Resources team
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- to support the HR Operations team in ensuring that the best outcomes are achieved for our clients
- communicate with all stakeholders effectively in order to deliver effective service and obtain vital information for HR operational purposes
- in collaboration with the HR Operations team, implement the key business outcomes as per the Wesley Human Resources Business Plan to ensure enhanced efficiencies and service improvements Wesley Mission.

5.1.1 Performance Measures

- achievement of the Wesley Human Resources Business Plan outcomes
- demonstrated capacity to network and engage with stakeholders, as measured by stakeholder feedback
- contribution to and attendance at Wesley Mission events
- good rapport with all key stakeholders demonstrated by benefit to both/all parties.

5.2 Our people (our team)

- coordinate the attendance of staff and distribution of certificates for the certificates of service at the annual Staff Celebration Service
- contribute and proactively initiate process improvement suggestions to benefit the HR Operations team in consultation with the HR Business Partner
- promote and ensure adherence to Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- on a quarterly basis, document your progress using the Contribution & Development Plan template and meet with your manager to discuss
- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings.

5.2.1 Performance Measures

- successful Staff Celebration Service through effective coordination and positive feedback
- positive contribution towards the Contribution and Development Plan process supporting career development, position focus and job satisfaction
- effective communication and rapport with the manager and team members
- contribution to and attendance at all departmental meetings and events/

5.3 Our operations

- provide general office support to the HR Operations team including answering and distributing phone enquiries as appropriate; assisting with preparing for and distributing mail outs; photocopying, filing, faxing and scanning; and processing stationery and form orders
- provide accurate generalist HR information, policy and procedural support and administrative support to the HR advisors, HR Business Partners, HR Operations Manager and EM People & Culture as required
- provide advice to employees and managers/supervisors, regarding HR administration processes, via phone, email and mail
- prepare letters of offer, transfer, memos, probation and employment forms as required
- review and log new hire documentation and follow up missing documentation as required
- prepare Certificates of Service and Verification of Employment letters as required
- coordinate and place requested job advertisements, including upload and removal from relevant job boards, and confirming whether an advertisement posting is required to be extended
- log and process Working with Children checks, NDIS checks and Criminal Record Checks and send email notification of results to managers as required
- process invoices, expenses and month-end reports for the HR Operations team, including entering into PeopleSoft Financial System in a timely and efficient manner
- coordinate updates for the HR Intranet page as required
- assist in the preparation and facilitation of HR educational sessions/briefings/training as required
- assisting as and when required in the recruitment process for various positions across Wesley Mission
- review, coordinate, develop and support updates of HR templates, policies, procedures and forms as required, in consultation with the HR Operations team
- provide support and assistance for HR projects as required
- coordinate and participate in HR meetings, forums and events as required
- attend all relevant training as requested by the HR Operations Manager
- provide backup support when required to Human Resources Information Systems administration and processing
- provide coverage to the role of the Screening Coordinator in the case of their absence
- ensure confidentiality in all Human Resources matters
- communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates.

5.3.1 Performance Measures

- achievement of business plan outcomes
- demonstrated rapport with colleagues, key stakeholders, managers and employees observed by positive stakeholder feedback
- all HR Generalist activities completed and managed in a professional and efficient manner including timely completion of tasks demonstrated by positive stakeholder feedback
- provision of accurate generalist advice to relevant stakeholders resulting in their increased understanding and knowledge allowing them to better manage their business
- all HR policies and procedures updated and communicated to relevant stakeholders
- organisational compliance with all pre-employment criminal record checks demonstrated by successful audit outcomes
- accurate information maintained in organisational wide systems, PeopleSoft and HR Operations database.

5.4 Our financials

- Ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible.

5.4.1 Performance Measures

- achievement of Wesley Human Resources' business plan outcomes
- achievement of budget targets
- projects are delivered on time with financial targets met.

6 Professional responsibilities

- as directed, other activities to support the delivery of the Wesley <department name> Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem-solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience
- self-motivated, diligent and attention to detail
- personable manner and an effective team player.

Essential skills/knowledge

- Diploma or tertiary qualifications within the HR or Business Administration field
- administrative experience
- excellent verbal and written communication skills and a professional telephone manner
- intermediate Microsoft Office skills including Word, Excel and PowerPoint
- experience with databases and online systems
- acute attention to detail, initiative and thorough completion of tasks
- excellent organisational and time management skills including the ability to prioritise demands
- ability to work unsupervised in a fast-paced environment
- ability to exercise discretion/confidentiality when handling sensitive information.

Desirable skills/knowledge

- previous experience within a HR function or team
- experience working with Oracle PeopleSoft HR and accounts payable.
- not for profit or cause related management experience.