

## Human Resources Associate

### Wesley Mission

May 2025

Agreement

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Signed–Manager

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Signed–Employee

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Date

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Date

## 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 conceive, develop and 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 to be:

*“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 our mission ‘to continue the work of Jesus Christ in Word and deed’, as we live out our values of Soft Hearts (Compassion): Open Hands (Humility): Sharp Minds (Justice) (and) Hard Feet (Resilience).

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 organisation

Wesley Mission’s range of community services is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

## 2. Overview of Wesley Human Resources Operations

The Wesley Human Resources (HR) Operations team, as part of the People and Culture team, oversees a wide range of both strategic and operational human resource activities in order to achieve organisational goals:

Key responsibilities include:

- Business partnering with key stakeholders
- Recruitment and selection
- Remuneration and benefits
- Employee development
- Management of Human Resources Information Systems (HRIS)
- Reporting and metrics of any people related data in the organisation
- Performance management including termination processes
- Grievance and dispute management
- Employment relations
- Change management
- Coaching and mentoring of supervisors and managers
- Review and development of policies and procedures
- Training and facilitation
- Delivery of relevant actions on the Wesley People & Communications Annual Business Plan



### 3. Purpose of the role

The purpose of the role is to manage the HR transactions in relation to employee and position changes; provide recommendations and solutions to managers and employees in the allocated business group on generalist HR issues and ensuring that policies, procedures and administration activities are completed in an effective and efficient manner.

The role contributes to fostering and developing an organisational culture of high levels of communication, support and employee engagement through the adoption of human resources best practice.

The role is considered a career bridge between HR administration and HR Advisor and supports the daily operation of administrative activities for the HR Operations team.

### 4. Role domains

#### Relationships

Reports to:	Human Resources Senior Business Partner
Key relationships	HR Operations team and related teams, including Learning and Development; Work, Health and Safety; Payroll; and managers and employees in allocated business group
Stakeholders	Industry / employer organisations, government departments, other service providers, and industry/peak organisations

**Organisation level:** Level 1

**Leadership Level:** Level 1, Frontline

**Industrial Instrument:** Clerks Private Sector Award 2020

### 5. Major role responsibilities

#### 5.1 Our clients

- be a strong ambassador for the Wesley HR Operations team
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- 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 relevant key business outcomes as per the business plan/s to ensure enhanced efficiencies and service improvements within the allocated business group/s and Wesley Mission as a whole.

##### 5.1.1 Performance Measures

- achievement of relevant business plan outcomes



- demonstrated capacity to effectively network and engage with stakeholders, as measured by stakeholder feedback
- contribution to and attendance at Wesley Mission events
- appropriate rapport with all key stakeholders demonstrated by benefit to relevant parties.

## **5.2 Our people (our team)**

- contribute and proactively initiate process improvement suggestions to benefit the HR Operations team in consultation with the HR Senior Business Partner
- assist with coordinating the attendance of staff and distribution of certificates for the Certificates of appreciation at the annual Staff Celebration Service
- conduct HR research and development and benchmarking tasks, on instruction and when required
- in consultation with the HR Analyst, assist in the preparation of HR reports, statistics and record keeping, as and when required
- promote and ensure adherence to the Wesley Mission brand
- ensure all HR policies and procedures are understood and adhered to
- document planned contribution and progress using the Employee Contribution & Development template and meet with supervisor to discuss
- ensure position description is up-to-date and identify career training and development and career growth opportunities for yourself
- regularly report to your supervisor on team issues such as resourcing needs, performance, training/development, performance management, leave, and work, health and safety issues
- identify and recommend opportunities to increase team engagement and satisfaction
- attend all scheduled meetings.

### **5.2.1 Performance Measures**

- HR projects, research, reports and associated tasks are actioned and delivered on time
- positive contribution towards the Employee Contribution and Development process supporting career development, position focus and job satisfaction
- effective communication and rapport with the supervisor and team members
- contribution to and attendance at all departmental meetings and events

## **5.3 Our operations**

- administration and management of all online HR forms, requests and transactions
- administration and management of parental leave applications, answer inquiries and liaise with Payroll department in the processing of Government parental leave payments
- create letters of offer, transfers, and confirmation memos as required and ensure they are sent out in a timely manner
- provide accurate generalist advisory information and support to managers, supervisors and employees in allocated business group



- support managers in the allocated business group with recruitment and selection processes, policy and procedural support and award interpretation
- provide advice to employees and managers/supervisors regarding HR processes
- provide assistance and advice to managers and employees for the internal grievance management process, including the coordination of external investigations and conducting and reporting on internal investigations in consultation with the relevant manager.
- provide advice and support to managers in performance management of employees, including assistance in drafting of correspondence in accordance with the performance management process
- assist managers in change management initiatives
- assist in the delivery of training sessions on HR policies, procedures and relevant industry legislation, including recruitment and selection, performance management and employee contribution and development
- assist the HR Business Partner, to develop and implement Wesley Mission policies and procedures
- assist the HR Business Partner to prepare and update position descriptions in collaboration with the relevant supervisor / manager
- create letters of offer, transfers, and confirmation memos as required and ensure they are sent out in a timely manner
- provide backup support when required to Human Resources Operations team administration and processing
- ensure confidentiality in all Human Resources matters
- implement and monitor EEO policy and procedures to ensure Wesley Mission's legislative obligations are met

be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates.

### **5.3.1 Performance Measures**

- Timely completion and processing of all online HR forms, requests and transactions
- achievement of relevant business plan outcomes
- delivery of high quality HR solutions enabling the allocated business group to achieve its business goals
- demonstrated rapport with colleagues, key stakeholders, managers and employees within the allocated business group observed by positive stakeholder feedback
- all HR generalist activities completed and managed in a professional and efficient manner including timely and effective resolution of performance management cases and grievance issues, demonstrated by positive stakeholder feedback
- provision of accurate generalist advice and effective coaching and mentoring to relevant stakeholders resulting in their increased understanding and knowledge allowing them to better manage their business
- HR policies and procedures updated and communicated to relevant stakeholders
- accurate information maintained in organisational wide systems, including HRIS.



## 6 Professional responsibilities

- as directed, other activities to support the delivery of the Wesley People & Culture Business Plan and Wesley Mission Strategic Plan, as requested by your supervisor/manager
- 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
- 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
- participate in Wesley Mission's Contribution and development process
- take responsibility for personal career development and training
- participate in Wesley Mission's Induction 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 role you must possess the following:

### 7.1 Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values
- 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.

### 7.2 Essential skills / knowledge

- bachelor's degree in human resources or similar
- experience in a similar role
- strong written and interpersonal communication skills including a capacity to deal with a range of stakeholders across varying levels within and external to the organisation



- excellent time management skills including the ability to balance competing priorities and meet strict deadlines with excellent attention to detail
- excellent written and oral skills, public speaking and presentation capabilities
- proficient computer skills in Microsoft Office
- experience with databases and online systems
- a working knowledge of the Fair Work Act, including the National Employment Standards
- ability to exercise discretion/confidentiality when handling sensitive information
- current NSW driver licence.

#### 7.4 Desirable skills/knowledge

- experience in gaining support from senior stakeholders with a pragmatic approach to achieving Organisational/business goals
- experience working with Oracle PeopleSoft or similar
- experience/knowledge of payroll processes

## 8 Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.

