
JOB TITLE	Human Resources Officer / Admin Assistant
LOCATION	AW HQ – Dunsborough, WA
STATUS	Permanent, Part-Time (0.4 FTE)
DATE	February 2020
REPORTS TO	Departmental Manager

JOB DESCRIPTION

Purpose of role	Provide administrative support to the business in the implementation of all HR, Client Management and Office processes.
Main duties and responsibilities	<p>Core objectives include:</p> <p>Human Resources:</p> <ul style="list-style-type: none">• Provide HR and office administrative support to management and program team as required• Support the Team Manager to implement and manage all HR functions which support the growth and development of the AW delivery team:<ul style="list-style-type: none">• Recruitment• Training & Development• Performance Management• Conflict Resolution• Provide data to management for monthly HR reporting• Manage contract with Employsure to utilize service and support available• Ensure business adherence to all relevant HR legislative requirements <p>Client management:</p> <ul style="list-style-type: none">• Provide support to the Client Manager in the form of front-line client communication and bookings• Effectively communicate with clients and external providers to excellent customer service and support• Use an automated CRM to support the systems and processes that ensure an excellent client experience <p>Office administration:</p> <ul style="list-style-type: none">• General office administration duties to support all business divisions
Other duties	The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

PERSON SPECIFICATION

Qualifications

DESIRED

- Cert IV, Diploma or Bach. in HR and/or Office Administration

REQUIRED

- Min. 3 years' experience working in a HR officer role
- Min. 3 years' experience working in an office administration role
- Current Working with Children Check and police clearance

Experience

- Experience supporting and managing the implementation of HR systems and processes
- Experience reporting on HR functions
- Experience liaising with customer enquiries and external stakeholders
- Experience managing frontline enquiries and booking services
- General office administration
- Experience working in a busy office environment providing support to a range of business needs.

Systems knowledge

- Microsoft Product Suite (Advanced)
 - Word
 - Excel
 - Outlook
 - One Note
 - Share Point
- Customer Relationship Management (CRM) Software
 - Bitrix 24
- Deputy Rostering system
- Trello.com
- Adobe Acrobat
- Surveymonkey.com
- Canva.com
- Mailchimp.com

Skills & competencies

- **Customer Experience Driven:** committed to providing exceptional customer service to both our team and our clients
- **Effective Communicator:** exceptional communication skills, with the ability to communicate with various stakeholders clearly and professionally. Able to distill data into consumable information for clients and staff members.
- **Autonomous:** able to conduct work functions without much executive oversight, can see what the business needs by understanding not by asking
- **Attention to Detail:** excellent eye for detail and able to produce work to a high standard of accuracy
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Resilient to Pressure:** able to continue to deliver quality work during high volume, high pressure peak times.

Personal attributes

- Approachable
- Organised
- Fun
- Passionate
- Values driven
- Professional
- Positive
- Innovative
- Flexible

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

.....
Employee

.....
Date

SIGNED BY MANAGEMENT

.....
Manager

.....
Date