



## JOB AND PERSON SPECIFICATION

### JOB SPECIFICATION

<b>Title:</b>	<b>Human Resources Coordinator</b>
<b>Reports to:</b>	Chief Executive Officer
<b>Location:</b>	Tweed Heads South
<b>Employment Status:</b>	Permanent Part-time (min 30 hours per week)
<b>Remuneration:</b>	30 hours / 4 days Package Value: \$51,950 - \$59,800 p.a. Inc. Superannuation, Leave Loading and Salary Sacrifice  Labour Market Assistance Industry Award classification
<b>Key Relationships:</b>	<ul style="list-style-type: none"><li>➤ Chief Executive Officer</li><li>➤ Executive Management Team (EMT)</li><li>➤ Operational Managers and Supervisors</li><li>➤ Staff at all levels and in all Business Units</li></ul>
<b>Primary Job Purpose:</b>	<p><i>Guide and support the overall provision of Human Resources services, policies, and programs for NORTEC.</i></p> <p><i>Contribute to the achievement of NORTEC's business objectives through ensuring the direct and optimal alignment and congruence between NORTEC's business objectives and human resources practices and systems.</i></p> <p><i>To provide knowledge, guidance and advice to all NORTEC Managers and Supervisors on Human Resource, Industrial Relations, Staff Learning and Development and Occupational Health and Safety matters.</i></p> <p><i>To develop and implement Human Resource Policy and Procedures.</i></p> <p><i>To manage and maintain NORTEC employment and related records.</i></p>



<b>Human Resource Coordinator</b>	
<b>Key Responsibilities and Performance Requirements</b>	
<b>Key Result Area</b>	<b>Key Performance Indicators</b>
<b><i>Business Results – Financial:</i></b>	<p>Ensure NORTEC and business unit financial targets and budgets achieve or exceed projected levels as evidenced by:</p> <ul style="list-style-type: none"> <li>• In liaison with Operational Managers, ongoing application and review of position remuneration in alignment with approved staffing establishment budgets and Award and/or company policy.</li> <li>• Development of staff performance incentive plan in alignment with unit financial and operational results.</li> <li>• Review requests for training and monitor staff training budget.</li> <li>• Participate in Company annual and mid-year review to analyse and manage staffing budgets.</li> <li>• Reduced Workers Compensation premiums as a result of effective accident prevention measures and return to work plans.</li> <li>• Mitigation of litigious claims such as unfair dismissal claims.</li> </ul>
<b><i>Business Results – Operational:</i></b>	<p>Ensure NORTEC and business unit operational objectives and targets are achieved by:</p> <ul style="list-style-type: none"> <li>• Coordination of the human resource function to provide a proactive and responsive service on a broad range of human resources, recruitment and industrial relations issues.</li> <li>• Implementation of planned, coordinated and responsive human resource support services.</li> <li>• Reviewing Performance Management processes and providing guidance and updates for managers.</li> <li>• Development of NORTEC Staff Wellness Plan to offer further benefit, including financial to staff.</li> <li>• Reduced staff turnover and absenteeism.</li> <li>• Attainment of key annual and monthly HR performance indicators (as detailed in the Human Resources annual Business Plan) as reported monthly to CEO.</li> </ul>
<b><i>Strategy &amp; Planning Processes:</i></b>	<p>Coordinate delivery of NORTEC’s HR cycles including:</p> <ul style="list-style-type: none"> <li>• Annual performance appraisal process, including 360° review for Managers, is conducted for all Units and staff.</li> <li>• In liaison with line Managers, ensure implementation and ongoing auditing of annual staff Learning and Development plans.</li> </ul>



<b>Human Resource Coordinator</b>	
<b>Key Responsibilities and Performance Requirements</b>	
	<ul style="list-style-type: none"> <li>• In liaison with Executive and Senior Management coordinate workforce planning and development processes as part of annual corporate planning cycles.</li> <li>• Undertake staff engagement activities, surveys, projects and provide feedback and recommendations to EMT.</li> <li>• Provide advice to support staff retention strategy including market intelligence, staff development &amp; training activities and role development.</li> </ul>
<b>Customer &amp; Market Focus:</b>	<p>Ensure effective communication of HR policies, procedures and services to all staff achieved through:</p> <ul style="list-style-type: none"> <li>• Prompt attention and response to issues and requests as reported in monthly activity reports to CEO.</li> <li>• Liaise with external HR/IR support functions to provide accurate advice to NORTEC managers and staff.</li> <li>• Deliver HR services with a strong customer service focus.</li> <li>• Ensure collection, analysis and reporting of customer feedback.</li> <li>• Surveys of key internal customers indicate ongoing improvement in satisfaction levels.</li> </ul>
<b>Leadership &amp; Innovation:</b>	<p>Ensure NORTEC's HR function and systems supports the development of a high performance culture and supports behaviours encouraging achievement of business unit objectives as evidenced by:</p> <ul style="list-style-type: none"> <li>• Lead development, implementation and review of systems that support achievement of the NORTEC's HR Strategy.</li> <li>• Ongoing identification and recommendation of HR improvement innovations supporting business unit performance and sustainability.</li> <li>• Provide assistance to Managers by circulation of appropriate research, reporting, data and other support services.</li> <li>• Appropriate leadership behaviour role modelling at all times.</li> </ul>
<b>Data, Information &amp; Knowledge:</b>	<p>Ensure relevant and accurate data, information and knowledge support decision making towards the attainment of business objectives, as evidenced by:</p> <ul style="list-style-type: none"> <li>• Development, implementation, operation, monitoring and ongoing review of management information systems that support operational HR performance and planning.</li> <li>• Effective information sharing strategies implemented ensuring all</li> </ul>



**Human Resource Coordinator**

**Key Responsibilities and Performance Requirements**

	<p>business units are aware and have input towards progress against key result area targets and objectives.</p> <ul style="list-style-type: none"> <li>• Annual climate surveys of staff indicate above satisfactory rating levels in regard to employment conditions across all business units.</li> <li>• Accurate reports covering HR metrics including the statistical profile of the company, staff turnover and recruitment.</li> </ul> <p>Coordinate and ensure completion of annual salary reviews of all Staff by delegated Managers / Supervisors to ensure in line with industry benchmarks.</p>
<p><b>People:</b></p>	<ul style="list-style-type: none"> <li>• Provision of appropriate guidance to Managers and staff promoting a culture of performance excellence, team work, co-operation and mutual respect as evidenced by:             <ul style="list-style-type: none"> <li>– Development and training for Managers in effective use of HR policies, systems and tools including:</li> <li>– Recruitment, selection and induction</li> <li>– Performance management</li> <li>– Staff training and development</li> <li>– Management/leadership development/ succession planning</li> <li>– Rewards, recognition and employee benefits programs</li> </ul> </li> <li>• Ongoing development of business unit performance assessment and acknowledgement program which rewards individual and team based contribution to Unit and Company business.</li> <li>• Assist Managers with effective professional development and succession planning processes in each business unit, including formal team and individual learning and development strategies and learning cycles.</li> <li>• Support the learning and development of all NORTEC Managers and Supervisors in contemporary HR practices through delivery of structured learning activities, coaching and mentoring.</li> <li>• Develop and manage a program in accordance with the Equal Opportunity for Women in the Workplace Act 1999.</li> <li>• Manage exit interview data, conduct exit interviews if required, and develop strategies to deal with issues raised.</li> <li>• Manage industrial issues and advice.</li> <li>• Analyse critically and seek feedback on one's own performance and instigate competency development strategies.</li> </ul>



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**Key Responsibilities and Performance Requirements**

***OH& S/Risk Management***

- Identify risk and apply risk management processes.
- Contribute to keeping NORTEC's risk register current, conduct risk assessments and recommend/implement risk controls
- Participate in workplace safety procedures
- Behave in a manner that is considerate of OH&S responsibilities for self and colleagues
- Monitor HR indicators as they relate to health and safety and recommend action where necessary



## Human Resources Coordinator - Duty Statement

1. Provide advice to management and staff regarding interpretation of award terms and conditions and National Employment Standards.
2. Maintain up to date knowledge and awareness of changes to IR and HR legislation and update Management and staff on changes to HR and IR awards, including legislation and lead practice.
3. Provide advice and assistance to EMT and Managers to create clear, concise position descriptions and selection criteria for all NORTEC positions.
4. In liaison with Managers, participate in all Corporate Planning cycles with regard to HR issues
5. Coordinate recruitment and selection of staff for all positions within the company and train managers in effective HR practices and techniques.
6. Produce Letters of Offer, Appointment packages and requests for IT access (NORTEC IT system and ESS where required) and payroll advices for all employment types (e.g. Perm, P/T, casual, Fixed Term and voluntary).
7. Coordinate Police and Working with Children Checks where required.
8. Establish and maintain up to date personnel (electronic and hard copy) files for all staff.
9. Maintain HR information systems.
10. Coordinate staff induction process.
11. Coordinate probation period reviews and confirmation process.
12. Coordinate performance appraisal process in accordance with agreed timetable.
13. In collaboration with EMT, ensure the annual salary review process is carried out and that approved recommendations are implemented.
14. Coordinate exit process including exit interviews, checklists etc
15. Coordinate performance counselling processes and provide advice and support to Managers and Coordinators as required / requested. Train managers in effective coaching and counselling techniques.
16. Inform payroll of all changes to staff appointments and terms and conditions.
17. Provide monthly reports to the CEO detailing progress, corrective actions and recommendations against HR key result areas.
18. Develop and produce HR reports to Management as requested or on an agreed basis.
19. Provide formal and informal HR and IR training to Managers and Coordinators as required.
20. Develop, implement and review HR policies and procedures.
21. In conjunction with CEO and EMT formulate and deliver HR strategy.
22. In conjunction with the EMT develop, implement and manage OH&S processes and systems as required.
23. Operate as NORTEC's (excluding Labour Hire) Return to Work Coordinator including management of incidents and claims.
24. Ensure effective and efficient delivery of HR service through the identification and implementation of continuous improvement.
25. Ensure secure and private storage of hard copy and electronic information.
26. Undertake relevant education and training as negotiated.
27. As requested, respond to all other requests that are reasonably consistent with the role outlined in this Position Description.
28. Promote and implement the principles and practices of EEO, OH&S, and Company Vision, Mission and Values.



## Human Resources Coordinator

### Key Selection Criteria

#### *Essential:*

1. Degree qualifications or 3 years relevant experience in Human Resources, Industrial Relations, Occupational Health and Safety or a related discipline.
2. Demonstrated capability to interpret and apply current Federal and/or State Awards, Industrial and OH&S legislation, EEO, Anti-Discrimination Policy including Disability Discrimination and Privacy legislation
3. Demonstrated ability to provide accurate, practical human resources advice across a diverse and expansive corporate environment, supporting change management processes, cultural development and industrial/employee relations
4. Demonstrated ability to create staff training plans and write and facilitate engaging, effective training sessions.
5. Highly developed organisational and time management skills with the ability to multi-task and meet deadlines.
6. Strong communication and interpersonal skills including:
  - the ability to negotiate and influence
  - written communication skills in report writing, tender preparation and other document production
  - skills that enable effective management of workplace relationships, dispute resolution, delivery of complex business documents and clear guidance and advice to staff and managers
7. High level computer skills including demonstrated capacity using Microsoft Office programs in particular Microsoft Excel and Word.
8. Current Drivers Licence.