



**BANKSIA
VILLAGES**

BROULEE

POSITION DESCRIPTION

Human Resource Administration Support

1. POSITION OBJECTIVES

The objective of the Human Resources Administration Support (HRAS) role is to provide administration support to, and work collaboratively with, Banksia's Human Resource department.

2. SCOPE

The HRAS role will provide administration support across all HR functions including recruitment, compliance, training and performance management at the direction of the Human Resource Manager.

3. REPORTING

The position of HRAS reports to the Human Resource Manager (HRM).

4. DUTIES & RESPONSIBILITIES

4.1 Recruitment

Main activities

- Upload position vacancies to HR platform, Banksia website and Facebook page.
- Conduct first phase of screening of applications and advise applicants of receipt of application.
- Book interviews as requested by HRM and prepare documentation for interview.
- Prepare and release electronic references and monitor for completion.
- Administer onboarding of new employees through HR and training systems including uploading of all required documents and communicate orientation day requirements.

4.2 Compliance

Main Activities

- Monitor, review and action monthly compliance requirements including police checks to maintain currency. Including preparation and distribution of prepaid applications and follow up until satisfactorily closed out. Escalate to HRM where required.
- Monitor professional registrations. Communicate with all registered staff to ensure copies of registration are held.
- Monitor driver licence and vehicle registration records for staff where appropriate. Contact staff and request updated information. Monitor and follow up until closed out. Escalate to HRM where required
- Prepare and submit to HRM monthly and exception reports on outstanding police checks, performance reviews, training and HR documentation and compliance requirements.
- Provide monthly report to HRM on outstanding performance reviews

4.3 Training

Main Activities

- Release monthly training modules in accordance with training calendar.
- Send reminders to staff for overdue training modules
- Prepare and send monthly overdue training report to HRM.
- Prepare fortnightly training payment report for Payroll.
- Assist staff to troubleshoot any access difficulties.

4.9 Other

Main Activities

- Assist with all HR administration duties associated with HR projects and reporting.
- Administer cyclical reviews of position descriptions and duty statements
- Assist in development and continuous improvement of HR procedures and processes.
- Attend HR meetings where required for minute taking and professional development.
- Manage uniform orders
- Release monthly performance reviews and send reminders
- Filing, scanning and archiving of documents as required
- Provide support to Banksia's HR function during periods of HRM leave including potential higher duties.
- Prepare staff newsletter for approval and distribution
- Other duties as directed by HRM that are in accord with the employee's skill level and consistent with the objectives and scope of the role.

5. KNOWLEDGE SKILLS & ATTRIBUTES

5.1 Knowledge

- Microsoft Office software
- Contemporary knowledge of HR field, practices and activities

5.2 Skills

- Highly developed communication and interpersonal skills.
- Strong attention to detail
- Strong administrative and computer skills
- Ability to work independently and as part of a team
- Highly developed time management skills with the ability to prioritise tasks and work to a deadline

5.3 Attributes

- Honest, trustworthy and reliable
- Punctual and well presented
- Able to maintain a high level of confidentiality and discretion

6. QUALIFICATIONS, EXPERIENCE & OTHER REQUIREMENTS

6.1 Qualifications

- Certificate III in Business Administration (or similar)
- HR qualifications (desirable)

6.2 Experience

- Demonstrated experience working in human resources or comparable administrative support role.
- Proven experience and accuracy in administration activities (essential)
- Experience and/or knowledge of the aged care sector (desired)

6.3 Other Requirements

- Successfully pass a National Police Check and maintain professional suitability
- Successfully pass a pre-employment physical assessment and maintain the physical ability to perform the inherent duties of the role

7. WORKING CONDITIONS

7.1 Hours of Work

39 hours per fortnight worked over 6 days or as otherwise negotiated – 0900 – 1600.

7.2 Award/Industrial Instrument

Working conditions will be in accordance with the Banksia Village NSWNMA and HSU Enterprise Agreement 2023.

Clerical & Administrative Employee

Pay rates:

Classification	First pay after 1/1/2025
Clerical Support Services – Level 4	\$31.33
Clerical Support Services – Level 5	\$32.77

This is a permanent part-time position.

Salary packaging arrangements are available for this position.

8. PERFORMANCE MANAGEMENT

Performance management is a critical component in aligning individual performance and behaviour with company goals and values. Performance management sessions allow a formal and objective opportunity to communicate on all matters relating to the position. This process provides the employee with feedback on individual performance and allows an opportunity to communicate directly with management.

See the performance management policy for further information on the objectives of performance management and the process that is followed.

Performance Measurement

The following table lists the key areas of performance that will be assessed.

Key Performance Area	Key Performance Indicator	Example
1. Administration	1. Administrative tasks	Extent to which the employee has completed allocated administrative

	<p>2. Internal stakeholders</p> <p>3. External stakeholders</p>	<p>tasks in a time efficient, accurate and complete manner.</p> <p>Ability to maintain critical relationships at department and inter-department level and ensure smooth flow of information.</p> <p>Extent to which the employee has maintained external relationships promoting positive and seamless communication within the network sector.</p>
2. Employee behavior	<p>1. Attendance and reliability</p> <p>2. Teamwork</p> <p>3. Company values</p>	<p>Extent to which the employee has maintained good attendance, been reliable and punctual.</p> <p>Ability to complete assigned tasks, liaise and work with others and willingness to uphold teamwork and positive workplace relations.</p> <p>Extent to which the employee has embraced and behaved in accordance with company values.</p>

Assessment

File notes will be recorded (for good and poor performance) throughout the assessment period and referred to when the formal assessment is completed. Only a member of management may complete a file note relating to this position.

Assessment will be conducted by the HRM. The review meeting will be conducted in accordance with approved policy.

Review Cycle

Performance will be reviewed after an initial period of employment of 3 months, then at 12 month intervals.

Self-Assessment

Self-assessment will be requested if deemed required by management.

9. REVIEW

This position description is a working document and is subject to continual review. The employee will be involved in any review process and entitled to contribute to and/or question any proposed changes before implementation.