

# Position description

<b>Title</b>	<b>Human Resources Coordinator</b>
<b>Reports to</b>	<b>Senior Human Resources Business Partner</b>
<b>Classification &amp; Salary</b>	<b>SCHADS Level 5 (plus super and salary packaging)</b>
<b>Employment Status</b>	<b>Permanent Full Time</b>
<b>Work Location</b>	<b>La Trobe Street</b>
<b>Date</b>	<b>April 2026</b>

## **Good Shepherd Australia New Zealand (GSANZ)**

Our 2023-2027 strategy outlines the world we want to see and our role in advancing it. We aspire for all women, girls, and families to be safe, well, strong, and connected. We strive for equity, dignity and social justice for women, girls and families by collaborating globally and acting locally, supporting our communities in Australia and New Zealand to thrive.

We want women, girls and families to live full and dignified lives, have dignified income and enjoy financial wellbeing. We aim to provide place-based, people-centred, holistic services while working at the system level to achieve bold and audacious reform. We currently offer microfinance programs and products, financial counselling and coaching, family and domestic violence support services, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and strong advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context, and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

## **Role Purpose**

As the Human Resources Coordinator at GSANZ, your role is to support the efficient delivery of HR services by providing administrative and operational support across the employee lifecycle, system use, and HR process improvements. Reporting to the Senior Human Resources Business Partner, the HR Coordinator works closely with the HR team to provide HR advice and support on policy, procedure and entitlements.

The position plays a pivotal role in ensuring the efficiency of the candidates and employees' experiences and works closely with the HR team to consistently implement HR procedures. This role supports the broader HR team in delivering people initiatives and maintaining HR systems and documentation aligned to GSANZ values and strategic goals. As an integral part of the HR team, your role will significantly impact on the candidate and employee experience and will ensure the smooth operation of the employee life cycle to ensure better practice people leadership that is integral to the achievement of GSANZ's business objectives. The position will be responsible for developing and delivering HR reports for the General Manager HR and the Executive.

## **Key Responsibilities**

### **HR Systems Support & Reporting**

- Be the initial contact point for system-related queries, resolve employee issues effectively with the usage of the system whilst maintaining a high level of customer service focus.
- Contribute to the administration, improvement and review of key HR systems (i.e. UKG- HR Software). This includes project-based support.
- Liaise with external stakeholders e.g. UKG, XREF, Fit2Work, LinkedIn, SEEK, Ethical Jobs and other providers as required, to support the seamless operation of the HR systems.
- Provide day to day system administration and support for the UKG HR system. Document processes and be part of training team members in its application to ensure support available in peak periods.
- Develop HR reports based on the adopted key performance indicators for the organisation and identify trends and opportunities for improvements to the system operations,
- Assist in the preparation and upkeep of user guides and HR documents for internal reference and support the HR Business Partnering team with system training for other team members.
- Assist with internal HR audits to ensure accuracy, compliance and completeness of employee records.
- Maintain accurate employee records within the HRIS system, including personnel file updates and document uploads.
- Together with the HR team, conduct routine audits of personnel files, HRIS data and documentation to ensure compliance with organisation policies and regulatory requirements.
- Provide administrative support to the HR leadership team as they develop dashboards, and ensure the system includes the required information and it is maintained, as we progress towards self-service reporting approaches and ensure audit readiness.
- A proactive approach to problem-solving, a willingness to find solutions with a customer service approach and an ability to work with and interpret data to support decision making.
- Work with internal stakeholders, including Payroll and Finance, to maintain alignment across shared processes

### **Recruitment & Onboarding & Offboarding**

- Managing the employee lifecycle with a service orientated approach.
- Manage end-to-end recruitment cycle, including conducting recruitment consultations with hiring managers.
- Manage and respond to queries in the people support and recruitment inboxes, address queries, and ensure follow-ups as needed within established deadlines and HR key performance indicators.
- Develop recruitment campaigns to ensure that GSANZ attracts and sources high calibre talent to meet the organisation's staffing needs.
- Coordinate job advertising processes on external platforms and the GSANZ website, ensuring positions are accurately posted and tracked.
- Assist hiring managers with screening, shortlisting, organising interviews and reference checks.
- Manage end-to-end onboarding process including issuing and uploading on HRIS system and SharePoint folders, offer documentation, conducting compliance checks, such as qualification requirements, work rights verification, police checks and WWCC checks and verifications.
- Provide support to candidates during recruitment and onboarding cycle.
- Support hiring managers with basic recruitment queries and escalate more complex issues to the HR Business Partnering team.
- Assist managers with employee off-boarding process.
- Process offboarding items in accordance with GSANZ procedures Maintain and update the Position Description Library.
- Apply a service orientated approach to ensure positive employee experiences in areas such as onboarding, leave, employee information, data management and offboarding.

### **Process Improvement**

- Assist in reviewing and documenting HR processes (e.g. recruitment, onboarding, offboarding) to identify areas for improvement.
- Support the development and maintenance of HR templates and standard operating procedures. Participate in team meetings and workshops focused on streamlining HR workflows and improving internal service delivery.
- Contribute to the continuous improvement of HR workflows and processes in the HRIS system in line with best practice and organisational requirements.

### **HR Operational Administration**

- Prepare employment contract variations and provide advice to Managers and staff on HR policy and procedures.
- Under supervision of HR Business Partner, provide advice on the interpretation and application of Awards and the Enterprise Agreement.
- Support colleagues in the delivery of engagement surveys and pulse checks and other surveys as appropriate. Provide general HR support.
- Maintain accurate and up to date organisational charts.
- Undertake other duties as directed and within the scope of the role

### **Responsibilities of Good Shepherd Employees**

#### **Strategy**

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

#### **People**

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

#### **Clients**

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

#### **Service Delivery and Operations**

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

#### **Stakeholders**

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

#### **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

### **Qualifications, Experience and Mandatory Requirements**

- A qualification (or working toward) in Human Resources, Business Administration, or a related field.
- Previous administrative or support experience in a team-based or customer-facing environment.
- Experience in developing workflows and systems configurations of HRIS systems
- High attention to detail and ability to manage sensitive information with confidentiality.
- Strong communication and organisational skills.
- Proficient in Microsoft Office (Word, Excel, Outlook).

### **Desirable Skills, Qualifications and Attributes**

- Previous human resources professional experience in not-for-profit and/or nongovernment (NGO) organisations

### **Key Selection Criteria**

1. Experience providing human resources coordination support or in a similar position.
2. Knowledge and experience in the development and implementation of HRIS SASS platforms and workflow creation.
3. Demonstrated experience supporting leaders with system implementations and improvements.
4. Sound recruitment and selection experience establishing rapport with current and potential candidates.
5. Experience providing level one support to employee queries, and triaging employee queries accordingly.
6. A proactive and flexible attitude to work, with a willingness to learn and support others.
7. Strong time management and the ability to juggle multiple priorities in a busy team.
8. Collaborative approach and a team player with a positive customer service mindset.
9. Willingness to be proactive and help others, contribute to the continuous improvement of a positive, collaborative, and effective work environment.

### **Values & Behaviours**

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

### **Value of each person | Reconciliation | Justice | Zeal | Audacity**

### **Additional information**

#### **Employment is subject to:**

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- You may be required to obtain particular vaccines or immunisations in order to perform the inherent requirements of this position. This Includes but Is not limited to the COVID-19 vaccine/Immunisation

**The above requirements will need to be supplied and verified prior to commencement.**

**Work Health and Safety (WH&S):** All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.

*Good Shepherd Australia New Zealand (GSANZ) respects the dignity of all people, draws strength from, and celebrates the diversity of our community. At GSANZ, we strive for an inclusive culture where Aboriginal and Torres Strait Islander people, people of all sexual orientations and gender expressions and identities, people with disability, and culturally and racially marginalised people feel safe and that they belong.*