

ADRA Australia and New Zealand

Human Resources Coordinator

Commitment: Full-time

Location: Wahroonga, Sydney



About the role

ADRA Australia and New Zealand is seeking a qualified and experienced Human Resources (HR) Coordinator to join our People and Culture team.

The successful applicant coordinates regular human resource functions like supporting the recruitment process, on-boarding, keeping track of employees records and performance appraisals.

The selected candidate will have a broad knowledge of Human Resources as well as general administrative responsibilities. They will be able to work autonomously and efficiently to ensure the end-to-end running of HR projects and operations. Ultimately, they should be able to contribute to the attainment of specific goals and results of the People and Culture team and the organization.

This position provides support to the People and Culture Director through the facilitation of established administrative processes in the Agency's cycle of human resource management. The position will also assist with Agency accreditation and strategic plan implementation for HR matters.

Services are provided for 50 plus staff members.

A copy of the Position Description for the role is included at the end of this document.

About ADRA Australia and New Zealand

The Adventist Development and Relief Agency (ADRA) is the official humanitarian agency of the Seventh-day Adventist Church. As part of the global ADRA network which reaches into more than 124 countries, we are motivated by our faith, to enable people and communities in Australia, New Zealand, the South Pacific, Asia and Africa to improve their health and livelihoods and assist people to prepare for and recover from disasters around the world.

As part of the global ADRA Network, both ADRA Australia and ADRA New Zealand share the same purpose and as from 1 January 2021, an alliance between the two entities was formed with the transition to be rolled out over a two-year period. The Alliance is intended to make both organisations stronger, and as a result, have a greater reach and impact in the communities. Leveraging resources and minimising duplication of work in fulfilling this purpose is expected to increase efficiencies and organisational capacity.

ADRA Australia holds full accreditation with the Australian Government Department of Foreign Affairs and Trade and is a member of the Australian Council for International Development (ACFID) and the Australian Council for Social Services (ACOSS). ADRA New Zealand is fully accredited with the New Zealand Foreign Affairs and Trade and Council for International Development.

Our Values - We conduct our work by being:

Connected - working collaboratively for the best outcome for those living in poverty or distress.

Courageous - persevering through challenging situations.

Compassionate – empathising with the communities we work with and with each other.

About the People and Culture Team

The Human Resources Coordinator is appointed by the ADRA Australia/New Zealand EXCOM and reports to the People and Culture Director.

The People and Culture team works collaboratively with the following ADRA Australia and New Zealand units:

- Emergency Management
- Finance
- National Programs
- International Programs
- Marketing
- Open Heart International

Selection Criteria

Essential

1. Willingness to work within a Christian ethos with conduct that is respectful of the beliefs and practices of the Seventh-day Adventist Church when in the workplace or otherwise representing ADRA Australia.
2. At least 3 years of proven experience as a HR coordinator or relevant human resources position with good knowledge of Human Resource principles, policies and best practice, and employment Acts, Awards and Legislation.
3. BSc/BA in Business Administration with focus on Human Resource Management.
4. Strong ability in using MS Office (MS Word, Outlook, Teams and Excel in particular)
5. Outstanding communication and interpersonal skills with the ability to interact with people from various backgrounds and ages, and deliver excellent customer service.
6. Ability to handle data accurately and with confidentiality.
7. Proven and demonstrated organisational and time management skills.
8. Ability to travel within Australia and New Zealand.

Desirable

1. Masters or post-graduate degree in Human Resource Management
2. Proven ability to contribute to the continuous improvement of processes and procedures that are fit-for-purpose, customer-focused and compliance with overarching protocols.
3. Ability to be agile, flexible and adaptable to change in a customer focused environment.

Key Competencies

- **Working with People**
Demonstrates an interest in and understanding of others; Adapts to the team and builds team spirit; Recognises and rewards the contribution of others; Listens, consults others and communicates proactively; Supports and cares for others; Develops and openly communicates self-insight.
- **Planning and Organising**
Sets clearly defined objectives; Plans activities and projects well in advance and takes account of possible changing circumstances; Manages time effectively; Identifies and organises resources needed to accomplish tasks; Monitors performance against deadlines and milestones.
- **Delivering Results and Meeting Customer Expectations**

Focuses on individual needs and satisfaction; Sets high standards for quality and quantity; Monitors and maintains quality and productivity; Works in a systematic, methodical and orderly way; Consistently achieves project goals

- **Following instructions and procedures**

Appropriately follows instructions from others without unnecessarily challenging authority; Follows procedures and policies; Keeps to schedules; Arrives punctually for work and meetings; Demonstrates commitment to the organisation; Complies with legal obligations and safety requirements of the role.

Other Requirements

- At the time of application, the successful applicant will already have the legal right to live and work in Australia
- Commitment to abide by the ADRA Australia and New Zealand Code of Conduct and organisational policies and procedures. A copy of relevant policies is available on request.
- ADRA Australia and New Zealand takes the prevention of sexual misconduct, harassment and child protection seriously and screens applicants for suitability. The successful applicant will be required to obtain a police check for each country in which the individual has lived for 12 months or longer over the last five years, and for the individual's country of citizenship (including dual citizenship holders). The successful applicant will need to provide their consent to a criminal record check. ADRA Australia and New Zealand recognises that in limited instances it may prove impossible to obtain a reliable criminal record check. In such circumstances a statutory declaration outlining efforts made to obtain a foreign police check, and disclosing any charges and spent convictions may be accepted.
- Applicants will be requested to disclose whether or not they have had a substantiated Sexual Exploitation Abuse or Harassment claim of any nature made against them in Australia, New Zealand or overseas. This is included in the Job Application Form.

How to Apply

To apply, candidates should address the selection criteria in their application letter providing examples of past experiences and qualifications. There is no closing date, however we will be interviewing suitable candidates as they apply. Please forward your letter and resume - along with the names of three work related referees - to: alisonyoung@adra.org.au

If you have questions or need further information, please contact: Alison Young, ADRA Australia and New Zealand, Phone +61 2 9473 9503 or email alisonyoung@adra.org.au

ADRA Australia and New Zealand is an Equal Employment Opportunity (EEO) employer.

The appointing body reserves the right to fill this position at its discretion and to close applications early.

See Job Description following.



Connected
Courageous
Compassionate

Position Title:	Human Resources Coordinator
Department:	People and Culture
Reports To:	People and Culture Director
Team Supervision:	N/A

Full / Part Time:	Full Time
Revised Date:	January 2021

Purpose of Position: A basic statement that describes the intent of the position.

This position provides support to the People and Culture Director (PCD) through the facilitation of established administrative processes in the Agency’s cycle of human resource management. The position will also assist with Agency accreditation and strategic plan implementation for Human Resource (HR) matters. Services are provided for a staff of 50 plus staff members.

Behavioural Expectations: Our code of Conduct - How we do things in our organisation that underpins our values.

ADRA Australia and New Zealand Code of Conduct and related policies

Key Competencies: The competencies, qualifications, skills and experience the person needs to do the role successfully.

An appropriate degree or at least three years’ experience in the human resource field. Advanced Microsoft Suite skills.

ADRA Competency Framework: 2.1 Working with People; 6.1 Planning and Organising; 6.2 Delivering Results and Meeting Customer Expectations; 6.3 Following instructions and procedures

Key Responsibilities: The things that the person needs to be responsible for to successfully fulfil the obligations of this position.

Area of Responsibility	Actions / Tasks / Objectives	Measures of Success / KPI's
Groupings or areas of responsibility	What has to get done in this area	How job performance will be measured
PEOPLE AND CULTURE DIRECTOR SUPPORT	<ul style="list-style-type: none"> Work in consultation with the PCD to ensure the human resource requirements are carried out in line with the Agency’s policies and guidelines and the current strategic plan Assist with ad-hoc HR projects 	<ul style="list-style-type: none"> 100% alignment with the Agency’s policies and guidelines and strategic plan (GCAS audit of policies, Spot check, Board reporting) Successful completion of projects to PCD’s satisfaction

<p>HUMAN RESOURCES</p>	<ul style="list-style-type: none"> • In consultation with the PCD implement and oversee the full cycle of HR Management including <ul style="list-style-type: none"> ○ Recruitment ○ Contract Preparation and renewals as needed ○ Induction/On Boarding ○ Job Description maintenance and filing ○ Assists the coordination of Performance Management process in support to PCD and unit Directors ○ Staff Recognition and Appreciation ○ Exit processes ○ Workers' Compensation claims management ○ General HR correspondence and record keeping ○ Maintaining Safeguarding implementation register and records for personnel • Apply the organisational remuneration systems and liaise with payroll • Respond to internal and external HR related inquiries or requests and provide assistance • Liaise as needed with the SPD HR department, Leadership and Professional Development and other training providers 	<ul style="list-style-type: none"> • 100% alignment with recruitment procedures showing a clear unbiased process with Directors reporting positive recruitment support. • All Employment contracts are up to date and signed • 100% of new staff are inducted and understand their job requirements, and all relevant policies and procedures • A full suite of up to date job descriptions are on file and signed by incumbents • 100% of all Performance Management documentation is received and filed • A system is in place and all staff service and achievements are acknowledged as per guidelines • All resignations are acknowledged with exit interviews, if received, filed • Workers' Compensation claims are appropriately managed with return to work as soon as is viable • HR documentation is up-to-date and compliant with all changes to any contract conditions documented and acknowledged by staff • Employee remuneration is 100% correct following an annual audit prior to staff being advised of their remuneration in January of each year • Payroll officer is advised of all remuneration changes • All general queries are responded to within 24 hours • All training needs are recognised and fulfilled as per policy and budget. All staff training is documented. Training opportunities are disseminated to staff.
<p>POLICY AND ACCREDITATION</p>	<ul style="list-style-type: none"> • Employee Handbook revision and implementation • Review all HR policies as per the established schedule • Stay up to date with changes to applicable laws as they relate to our staff and Agency • Provide information as needed for Accreditation for ADRA International, Department of Foreign Affairs and Trade and Australian Council for International Development 	<ul style="list-style-type: none"> • A complete revision of the Employee Handbook and HR policies is carried out every two years with a six-monthly review of information. • Respond to emergent changes in employment guidelines and laws that govern practise with policy reviews additional to the regular schedule. • Deadlines are met for accreditations as required.
<p>COMMITTEE MEMBERSHIP</p>	<ul style="list-style-type: none"> • Secretary of the People and Culture Committee chaired by the People and Culture Director 	<ul style="list-style-type: none"> • Meetings are held quarterly with agenda disseminated prior to the meeting and minutes provided within one week of the meeting.
<p>COMPLAINTS OFFICER</p>	<ul style="list-style-type: none"> • Act as the first point of contact for ADRA for complaints from the general public through the complaints officer email address and telephone calls • Follow the documented processes as outlined in the complaints policy to successfully bring the matters to closure. 	<ul style="list-style-type: none"> • All complaints are handled appropriately and sensitively • Complaints are well documented • ADRA Australia and New Zealand's reputation is considered in all dealings • Reports are sent to the CEO and Board as appropriate

Employee Signature:
Print Employee Name:

Supervisor(s) Signature(s):
Print Supervisor Name:

Date: / /
