

PEOPLE AND CULTURE OFFICER

(POSITION #01103)

AWARD CLASSIFICATION	Level 3	ANZSCO	223111
DIRECTORATE	Business Support Services	BRANCH	People and Culture
LINE MANAGER	Manager People and Culture	DIRECT REPORTS	Nil
SPECIAL CONDITIONS	Nil		

ABOUT THE DIRECTORATE

Business Support Services' intent is to build organisational capacity through the support and development of VenuesWest's people, systems and processes. In doing this, the Directorate will deliver timely, efficient strategic advice and support services to the organisation in People and Culture; Information and Communication Technology; and Safety and Risk.

ABOUT THE ROLE

The People and Culture Officer is to provides support across the People and Culture team, driving efficiency and effectiveness of human resources processes across the areas of injury management and wellbeing, recruitment, and employee development to maximise internal customer satisfaction and efficiency.

ROLE RESPONSIBILITIES

VenuesWest is committed to Equal Employment Opportunity (EEO) and diversity in the workplace and providing a safe and inclusive environment for workers and patrons. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO and Work Health & Safety legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

INJURY MANAGEMENT AND WELLBEING

- Supports the Injury Management and Wellbeing Coordinator in the administration of worker's compensation claims through the online ICWA portal and ensures all paperwork is stored and recorded in line with relevant legislation.
- Assists with the development of Return-to-Work programs for minor injuries.
- Assists with arrangements for pre-employment medical checks.
- Engages with stakeholders including third party providers to book wellbeing initiatives for the organisation including flu vaccinations, skin checks, corporate massages and other initiatives as per the Wellbeing Plan.
- Assists the Injury Management and Wellbeing Coordinator to promote wellbeing initiatives through the development and publication of the Wellbeing newsletter and other communication documents.

RECRUITMENT AND ONBOARDING

- Assists with the administration of end-to-end recruitment, selection and appointment processes according to relevant legislation, Instructions, policies and procedures including:
 - Seeking clearance from the Public Sector Commission via the RAMS (Big Red Sky) system.
 - Creating recruitment files and maintaining recruitment records.

- o Assisting in the drafting and placement of advertisements.
 - o Booking of appropriate meeting rooms.
 - o Contacting candidates for interview.
 - o Printing interview materials for the panel.
 - o Conducting referee checks.
 - o Preparation of employee onboarding paperwork.
- Prepares and distributes employee onboarding paperwork.
- Liaises with the Manager to provide relevant documents ensure they are adequately prepared for new employee onboarding.
- Arranges relevant onboarding meetings for the new employee.
- Follows up outstanding paperwork from new employees.

LEARNING AND DEVELOPMENT

- Books approved training for employees.
- Maintains register of employee qualifications and conducts regular audits to ensure compliance with relevant legislation.
- Undertakes research into learning and development courses aligned with VenuesWest's requirements.
- Creates new users in the Learning Management System and assigns relevant courses as required.
- Assists with the provision of employee logins in the LMS.

REPORTING AND GENERAL ADMINISTRATION

- Provides a confidential administrative support service to the Manager People and Culture.
- Monitors the People and Culture inbox, responding to enquiries directing correspondence as required.
- Coordinates meetings, preparing agendas, scheduling invitations and distributing finalised minutes.
- Prepares and maintains contracts, general correspondence and People and Culture resources.
- Coordinates quarterly reporting for People and Culture and distributes information to the relevant stakeholders.
- Coordinates the informal recognition program, distributes reward vouchers and maintains associated records.
- Maintains the People and Culture SharePoint (VW Connect) pages ensuring up to date information and links.
- Ensures People and Culture records are maintained and archived in accordance with the Records Management Act and VenuesWest records management procedure.
- Assists in the ongoing development, content creation, maintenance, employee training and promotion of People and Culture systems including the Learning Management System (LMS), VW Connect and RAMS Recruitment database.
- Undertakes accounts payable duties and acquittal of credit cards for the People and Culture team.
- Monitors termination process for exiting employees, coordinates Exit Interviews and provides survey link to exiting employees.
- Coordinates the administration of organisational culture program including organising activities, administering surveys and collating results, preparing agendas, distributing meeting minutes and tracking expenditure.
- Assists in the coordination of Work Experience student placements ensuring receipt of required paperwork and maintenance of work experience records.
- Creates new employee profiles in the HRIS as required.

WORKPLACE SAFETY AND HEALTH

- I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.

OTHER

- Assists with the delivery of Workforce and Diversity Plan initiatives.
- Other related duties, as directed.

ROLE REQUIREMENTS

The following capabilities are to be addressed in context of the responsibilities of the role.

ESSENTIAL

1. Previous demonstrated experience in providing high-level administration support to a team.
2. Supports shared purpose by understanding reasons for decisions and how they link to work; Identifies potential issues; Researches, analyses and makes evidence-based recommendations for improvements.
3. Organises and reschedules work to reflect changes in priority; Maintains accurate records and files; Sees tasks through to successful completion.
4. Builds and maintains relationships by keeping clients informed, responding to changes in client's needs, acting on constructive feedback; Responds to diverse experiences seeking input from others and supports a culture of quality customer service.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Provides accurate information; Stays calm under pressure and ensures work is finalised.
6. Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience.

DESIRABLE

1. Previous experience providing support to a Human Resources team including the use of a Human Resource Management Information System.
2. Understanding of WA Public Sector policies, processes and government awards.

QUALIFICATIONS / CERTIFICATIONS

DESIRABLE

- Tertiary qualification in Human Resources, Commerce or Business or significant progress towards attaining a qualification.

ABOUT THE VENUESWEST WAY

It is our system of defining and measuring our culture and sets the expectation on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and a collective. Our signature behaviours are:



We champion dreams



We deliver safely



Together we win



We act like owners



We celebrate success

POSITION CONDITIONS AND ELIGIBILITY

Appointment to this position is conditional upon:

- Providing evidence of 'Right to Work' in Australia
- Providing evidence of a National Police Clearance (dated within 12 months)

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Diane Mistic
Director Business
Support Services

Date JDF
Approved

26 March 2025