

Position Description

People & Culture Team Assistant



Foodbank Victoria

POSITION:	People & Culture Team Assistant	LOCATION:	Yarraville
		DIRECT REPORTS:	None
REPORTS TO:	Head of People & Culture	APPROVED BY:	Chief Executive Officer - David McNamara
DATE PREPARED:	July 2022	CEO SIGNATURE:	

PURPOSE:

Whether it's everyday emergencies or in times of crisis, Foodbank Victoria has been providing vital food relief to vulnerable Victorians for more than 90 years. Through our network of 533 charity partners across the State, we're able to provide 1.2 million meals a month to Victorians in need. And while supporting our charity partners is at the core of what we do, as the State's dedicated emergency food relief organisation, we're also here to assist Victorians through times of crisis.

Our vision is healthy food for all. We believe that all Victorians should have regular access to healthy food. That's why we work with partners right across the food and grocery sector, from farmers and growers right through to retailers, to source and rescue essential food and grocery items to redistribute to Victorians in need.

As we continue to grow, our Strategy FY23-27 is to take a more data influenced and place-based approach to increasing the volume of food that reaches vulnerable members of the Victorian community. In keeping with the ever changing demographic and geographic make-up of the state's population, we will develop bespoke Community Food Plans to best determine how to reduce food insecurity in each the state's 79 Local Government Areas. We will continue to support established community partners and develop programs and structures where there are none, ensuring that all those in need will be met with our three guiding principles. Dignity. Equity. Respect.

The Position

The People & Culture Team Assistant is responsible to provide administrative support to the People & Culture team preparing and storing HR documents and contracts, recruitment processes, training and development, compliance and HR processes. The role supports the People and Culture team to enable Foodbank Victoria management and employees to achieve our vision of healthy food for all and sustain our organisational values.

ACCOUNTABILITIES:

KEY RESULT AREA	PERFORMANCE STANDARDS
Administration and compliance	<ul style="list-style-type: none"> • Prepare and update HR documents as required including contracts of employment, position descriptions, employee letters, contract variations, employee files and performance review documents. • Ensure compliance documents are maintained and accurate. • Maintain employee records in accordance with policy and legal requirements. • Provide administrative support to the team in the recruitment of new employees including responding to employment enquiries and applications, updating interview questions, scheduling interviews. • Follow up managers and staff on return of documents to ensure records are up to date.

	<ul style="list-style-type: none"> • Provide administrative support for employee engagement measurement, activities and organising engagement events. • Ensure policies, processes, forms and checklists are documented and capture required information to ensure accurate flow of information. • Identify and share opportunities to improve team processes and documents. • Provide administrative support for onboarding activities including organising induction events, collating onboarding documents. • Organise files online and ensure files are updated and accurate and a systematic approach to managing documents implemented. • Update SharePoint including P&C pages such as Careers, P&C, and projects. • Maintain to digital platforms including Lifeworks and Sentrient, including updating and sharing information and maintaining employee access. • Assist with accurate migration of information across to HRIS. • Provide reports as requested. • General HR administration tasks & other duties as required. 	
Training & Development	<ul style="list-style-type: none"> • Assist employees to arrange approved external training once approved by Head of P&C. • Maintain FBV training register, ensuring details are accurate & up to date. • Manage and maintain Sentrient records and perform the role of Sentrient system administrator. • Assist P&C team to organise internal training and development sessions. • Ensure staff are enrolled in and have completed required compliance training. 	
Self-management	<ul style="list-style-type: none"> • Positive participation in regular team meetings. • Inform team members and other departments of relevant information as appropriate. • Willingness to undertake training and development opportunities as appropriate. • Effective time management and organisational skills demonstrated through ability to meet deadlines. • Demonstrate the Foodbank Victoria values of empowerment, accountability, respect and integrity in all work activities. • Willingness to undertake other duties as required. 	
Authorisation Level	<ul style="list-style-type: none"> • Prior approval from your manager is required for any single purchase or financial commitment of \$50 or more and/or any monthly purchase or financial commitment. In the absence of your Manager, approval of the CEO or two department managers is required. • All employment decisions must be approved by the CEO. 	
Physical Requirements	<ul style="list-style-type: none"> • Ability to perform standard office based tasks including computer use. • Ability to lift items approximately 10kg weight 	
KEY PERFORMANCE INDICATORS:		
PERFORMANCE & WEIGHTING	INDICATOR	MEASURES
1. Achievement of Key Results	<ul style="list-style-type: none"> • Administration 	<ul style="list-style-type: none"> • Employee records maintained and up to date.

		<ul style="list-style-type: none"> • HR documentation completed accurately and timely. • HR documents and files maintained accurately and up to date. • HR documents organised and accessible to the team.
	<ul style="list-style-type: none"> • People and Culture 	<ul style="list-style-type: none"> • FBV values visible and understood throughout the organisation. • Recruitment requirements actioned within timeframes. • Induction session organised in line with requirements. • Engagement activities organised in budget and on time. • Compliance training allocated to staff accurately and followed up to ensure completion. • Process documents are accurate, current and transparent.
2. FBV Values and Policies	<ul style="list-style-type: none"> • Ensure a safe and healthy working environment. • Treat fellow staff, clients, suppliers, all others and the environment with dignity, courtesy and respect. • Uphold the principles of equal opportunity and maintain an inclusive workplace free of discrimination, harassment & bullying. • Accept responsibility and accountability for our actions, work performance and the use of property. • Act in ways that maintain our integrity, reputation and the confidentiality of information of all stakeholders. • Act in the spirit, as well as the letter, of the law and Foodbank Victoria's policies. • Report and act upon any known violations of Foodbank Victoria policies. 	<ul style="list-style-type: none"> • 100% compliance with Foodbank Victoria's policies and procedures. • Take part in 1 internal workplace audit every 12 months. • No reported breaches in confidentiality. • All known violations of these FBV guidelines reported to line manager.
3. Team Performance	<ul style="list-style-type: none"> • Provide a flexible and stimulating workplace that encourages honest and effective communication. • Nurture a culture of mutual trust, support and encouragement where 	<ul style="list-style-type: none"> • >90% Team meetings attended. • Training programs are achieved. • Review discussions completed.

	<p>everyone's contribution is recognised equally.</p> <ul style="list-style-type: none"> • Commit to the achievement of Foodbank Victoria's goals and objectives in a manner that promotes enjoyment and satisfaction in our work. • Celebrate excellence. • Act and communicate ethically with all stakeholders. • Adhere to ethical purchasing procedures. • Avoid all conflicts of interest. 		
BEHAVIOURAL COMPETENCIES:		REQUIRED (yes/no)	PRIORITY (H,M,L)
<i>Conceptual Thinking</i> - Considers how things fit together. Sees patterns or trends, makes the complex simple.		Y	M
<i>Acting Decisively</i> - Takes action despite obstacles. Makes decisions quickly and in a crisis.		Y	M
<i>Strategic Orientation</i> - Understands, contributes to and aligns work/priorities to strategic business strategies.		Y	L
<i>Focus On Improvement</i> - Sets and works to meet stretching goals. Makes improvements to systems and own work methods.		Y	H
<i>Impact And Influence</i> - Knows own impact and able to persuade others and build alliances.		Y	L
<i>Customer Service Orientation</i> - Takes personal responsibility for customer satisfaction. Addresses customer needs.		Y	H
<i>Leadership</i> - Promotes team effectiveness. Facilitates involvement, removes roadblocks and shares a compelling vision.		Y	L
<i>Developing And Coaching Others</i> - Gives guidance and feedback. Creates development opportunities and helps others to grow and develop.		N	
<i>Self-Management</i> - Knows own reactions and feelings, able to respond calmly and manage stress effectively, operates with honesty and integrity.		Y	M
<i>Teamwork and Co-operation</i> - Co-operates and participates positively in the team. Values and encourages others input.		Y	H
<i>Commercial Acumen</i> - Understands key business drivers and market place. Able to anticipate trends. Seeks to broaden own knowledge.		Y	L
<i>Flexibility</i> - Looks for alternatives, tries new methods, learns new skills and takes on different roles.		Y	M
KEY SELECTION CRITERIA:			
QUALIFICATIONS	EXPERIENCE	COMPETENCIES	
<ul style="list-style-type: none"> • Certificate level 4 qualifications in business administration or similar preferred. • Professional development training undertaken. • Willingness to undertake a criminal record check. 	<ul style="list-style-type: none"> • Demonstrated significant experience in administration, as an Office-Manager <u>Coordinator, Team Assistant, EA</u> or similar. • Organisational and time-management abilities 	<ul style="list-style-type: none"> • Seeks feedback and responds appropriately. • Copes with change, effectively. • Takes initiative. • Works diligently to meet and exceed accountabilities. • Makes others feel valued. 	

	<ul style="list-style-type: none"> • Excellent verbal and written communication and interpersonal skills • Problem-solving and decision-making aptitude • Strong ethics. • Strong experience in MS office including One Drive and SharePoint • Experience updating webpages using existing templates. • Strong excel experience. • Experience in creating files and document templates. • Great attention to detail. 	<ul style="list-style-type: none"> • Is reliable, consistent and fulfils commitments. • Maintains confidentiality. • Works collaboratively. • Plans and organises work efficiently and effectively. • Identifies opportunities to grow or improve the organisation. • Resourceful. • Innovative.
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I have read, understand and agree to this position description:

Name:	
Signature:	
Date:	