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# POSITION DESCRIPTION

**POSITION TITLE: Admin Assistant, Human Resources**

**DIVISION/DEPARTMENT: Human Resources**

**CLASSIFICATION: Administrative Officer Grade 5**

**REPORTS TO: Manager Human Resources**

**DATE OF PREPARATION: March 2012**

**INSTITUTE CONTEXT**

William Angliss Institute is the State government endorsed Specialist Centre for Hospitality, Tourism and Culinary Arts and is recognised as Australia’s leading provider of training for these key industry sectors. The Institute aims to provide excellent vocational education and training services for industry, students and government in Victoria, Australia and globally.

Programs offered by William Angliss Institute range from one-day courses and weekend industry training, through to apprenticeships, nationally recognised certificates and two-year full-time advanced diploma programs. The accreditation of two specialist degree programs including a Bachelor of Tourism and Hospitality Management and a Bachelor of Culinary Management, extends the Institute’s portfolio to provide higher level business and management education. Close links with industry and continuing innovation in the delivery of services ensure the relevance of programs to today’s workplace.

**1. PRIMARY OBJECTIVES**

Be the first point of contact and provide support for internal and external HR related enquiries for the department, through the provision of high level customer service.

Provide high level administrative and operational support to the Manager Human Resources and other staff within the Human Resources Department and perform associated office coordination duties to assist with the efficient operation of the HR Department.

Undertake a range of HR administrative functions including preparation of letters, documents, reports, minutes and agendas. Maintain data bases and prepare organisational structure charts, tables and graphs as directed.

Maintain HR files, checklists, electronic records and data using the HR system

(CHRIS 21) to ensure currency and integrity of the data.

**2. ORGANISATIONAL ENVIRONMENT**

**2.1 Reporting Relationships**

This position reports directly to the Manager Human Resources. Other positions reporting to the Manager Human Resources include two Human Resources Coordinators, one Human Resources Systems Coordinator and Learning and Development Officer. There are no subordinates reporting to this position.

**2.2 Role of Area**

The Institute specialises in training for the hospitality, tourism and culinary arts industries and currently employs approximately 380 staff. Given that the skills and capabilities of staff are paramount to the success of the Institute, it is vital that effective human resource management practices are employed to maximise the contribution and development of staff.

The role of the Human Resources Department is crucial to effective people management within the Institute, providing comprehensive services, support tools and advice to assist managers in:

1. Recruitment and Selection
2. Employee Records Administration
3. OH&S and Workers’ Compensation
4. Managing Diversity
5. Human Resources Information Systems
6. Workforce Management
7. Salary Determinations/Classifications
8. Employee Relations
9. Professional Development
10. Performance Management

In addition, the Human Resources Department develops human resources policies and procedures and contributes in a substantial way to the formulation and ratification of these policies throughout the Committee structure of the Institute. Once the policies are officially approved, it is the role of the Department to implement them across the Institute. The Human Resources Department also plays an important role in the forward planning processes of the Institute by contributing to the overall workforce and strategic plans of the Institute and specific human resources projects.

**2.3 Role of the Position’s Supervisor**

The Manager Human Resources is responsible for developing and coordinating the implementation of the Institute’s Workforce strategies and associated human resource projects and initiatives, in line with the Institute’s strategic business objectives. The Manager Human Resources is also responsible for high-level consultancy advice to the CEO, Executive and Senior Managers of the Institute.

**2.4 Role of the Position**

The Admin Assistant Human Resources assists the Manager Human Resources and other staff within the Human Resources Department to carry out duties related to managing their areas of responsibility. It is essential that the Human Resources Administration Officer effectively promotes a professional image for the Institute, which requires high quality communication skills and telephone manner.

The other main areas of responsibility undertaken by the position include:

* Acting as first point of contact to screen calls and direct enquiries to assist with the smooth operation of the HR team;
* Providing administrative and operational office support to staff within Human Resources to ensure efficient servicing of all activities;
* Developing and maintaining accurate databases including terminated employees, declarations of personal interest, probation end dates and Working with Children Checks, as well as collating and entering data onto the computerised personnel system (CHRIS) to ensure records are kept up to date and information is retrievable on request;
* Scheduling of HR meetings, booking rooms and facilities, editing and formatting documents, including agendas and minutes and assisting with correspondence;
* Using the Institute in-house TRIM system to update, organise and archive files ensuring records can be easily accessed when required;

* Preparing tables, graphs and charts for HR reports in relation to HR statistical records;
* Following the William Angliss Institute Publishing Standards, upload authorised materials for the intranet on behalf of the Human Resources Department. This also includes maintaining and updating all HR forms and documents on the Intranet.
* Assisting with the preparation of each quarterly Staff Communications Meeting by identifying and organising awards for staff due to receive service awards, sending out staff notices, ordering trophies and gift cards and taking photos of award recipients;
* Assisting with the preparation of the quarterly People Management Report by extracting information from CHRIS21, organising data and generating graphs.
* Assisting with HR projects as required under the direction of the Manager Human Resources or HR Coordinators.
* The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
* The incumbent will be required to comply with the Institute and Public Sector Code of Conduct, Occupational Health and Safety Policy and Procedures, Managing Diversity Policy and Procedures and any other relevant legislation, policy, procedures or practices of the Institute.

**2.5 Internal Communication**

The Human Resources Admin Assistant will confer with the Manager Human Resources and the wider HR team regarding daily and operational issues. The incumbent will also liaise with Payroll to clarify issues or to address staff enquiries.

The Human Resources Admin Assistant will also liaise with line staff and managers when communicating and receiving information on behalf of the Manager Human Resources and the HR team.

**2.6 External Communication**

External communication by telephone, facsimile, email or in person with the general public is required on an on-going basis relating to HR related administrative queries, policies and procedures and Institute administration.

1. **KEY SELECTION CRITERIA**

Extensive experience in a similar administrative role together with a relevant qualification in Business or Administration.

Advanced skills in the Microsoft Office suite of programs (Word, Excel, PowerPoint, Visio) including experience in formatting organisational structure charts, tables and graphs as well as experience in extracting data from Information Systems and databases for preparation of reports.

Demonstrated ability to work without supervision i.e: determine and deliver on priorities, organise workloads and meet deadlines.

Highly developed interpersonal and communication skills (both verbal and written) together with experience in providing customer service to client groups.

Well developed organisational skills and the ability to initiate and coordinate various administrative processes with the ability to demonstrate excellent attention to detail.

Demonstrated behaviours that align with the William Angliss Institute Values.

**4. SPECIFIC ACCOUNTABILITIES**

* 1. **Overall Accountabilities**

The incumbent will be responsible to carry out administrative duties to facilitate the operation of the activities of the HR office.

**4.2 Policy and Planning**

Contribute to the decision-making process and assist with the administration of updating and implementing policies and procedures to meet the needs of staff and the Institute.

**4.3 Organising and Operating**

Provide administrative assistance to the Manager Human Resources by typing reports and letters, arranging meetings, managing filing (ensuring confidentiality at all times).

Provide assistance with general enquiries taking messages for HR team and directing mail to appropriate personnel within the area if the Manager Human Resources is unavailable.

Assist with maintaining records by inputting data on CHRIS 21 (human resources information system).

Provide assistance to the Institute by creating user accounts for KIOSK, the Institute’s self service HR information data base for staff.

Assist the Learning & Development Officer with the administration of the Institute reward and recognition program.

Assist the HR Systems Co-ordinator with data entry in CHRIS 21 including contract expirations and end of year contract renewals.

Assist the HR Coordinator with entering job vacancies and associated recruitment functions using the online E-Recruitment system.

Assist the HR Coordinator with the collation of HR Induction packs.

Assist the Learning and Development Officer with data entry at peak times, often at the end of each quarter.

Prepare information kits including Corporate Induction and other scheduled training sessions as required.

Coordinate arrangements to archive HR documentation via the Institute’s TRIM system (records management system).

Administer the Institute’s termination process including maintaining an exit interview register.

Coordinate the Department’s reminder system of probation review dates using CHRIS 21 system.

Coordinate staff service awards for quarterly Communication meetings including ordering awards and gift vouchers and preparing new employee information to be announced at each meeting.

Provide administrative assistance at HR related meetings and committees, which includes minute taking and the coordination and distribution of associated documentation.

Organise payment of the Department’s invoices ensuring that each invoice is coded correctly and actioned in a timely manner. Keep track of Department expenditure and assist the Manager Human Resources with monthly reconciliation of the HR budget.

Maintain stationery and kitchen supplies for use by the HR Department.

Undertake general administrative tasks and office coordination activities to assist in the smooth running of the office.

**4.4 Interaction**

Consult with the Manager Human Resources and department regarding the day-to-day operational aspects of the area.

Liaise with all appropriate staff within and outside the department on behalf of the team to ensure appropriate levels of communication are maintained.

* 1. **Controlling, Regulating and Reporting**

Assist the Manager Human Resources to reconcile the human resources budget reports supplied by the finance department on a monthly basis to ensure the Unit is within budget.

Assist in the preparation of quarterly People Management Reports for submission to the Manager Human Resources that includes HR related data and statistics.

Maintain registers as required including: Declaration of Personal Interest/Outside Employment, Exit Information/Working with Children Checks, Grievance and Complaints register.

**SPECIAL CONDITIONS**

The successful applicant may be required to undergo a Police Records Check relevant to the job functions.

The successful applicant may be required to undergo a Working with Children Check relevant to the job function

**STRATEGIC PLANNING**

William Angliss Institute will be a leader in food tourism and hospitality education, training and industry services in 2020.

William Angliss Institute plans to grow in a manageable and profitable manner.

William Angliss Instiute plans to use a differentiation strategy, based on our specialist expertise, broad range of courses, the quality of our facilities, our connection to the industry community and our corporate experience base.

**On aspiration:**

Staff see William Angliss Institute as an industry specialist and a leader in education nationally and internationally.

**On culture:**

Staff seek an engaging environment to work or study specifically a culture which:

* Models mutual respect, nurturing, listening, empowering and feeling valued,
* Encourages and recognises innovation, being proactive and keeping abreast of industry trends and pedagogy,
* Builds teamwork through collaboration and consultation across operational activities.

**STRATEGIC THEMES**

William Angliss Institute has established a 10 year vision of its strategic priorities.  In looking to 2020 the seven strategic priorities are:

* Enhanced program flexibility
* Broadening our scope, integration and specialisations
* Developing and expanding international partnerships
* Developing a national operating network
* Becoming a recognised part of higher education
* Developing an applied research capability
* Investment in facilities and infrastructure

In order for William Angliss Institute to achieve its strategic priorities and educational and financial objectives an internal analysis has been completed and three key themes have been identified that are essential in building William Angliss Institute’s capability to respond to changes in the market place and changes in government policy.  The three key themes of the 2012 – 2016 Strategic Plan are:

* Product Leadership
* Resource and Capability Leadership
* Process Leadership

**INSTITUTE VALUES**

Personal Responsibility:         accountability, responsiveness, integrity, respect,

impartiality & human rights

Inspiration:                        passionate, stimulating and optimistic

Empowerment:                       nurturing, encouragement, confidence

Community                      sharing, partnership and connections

Expertise                            leadership, dedication, excellence