

# isaSKILLS



Mount Isa Skills Association  
IsaSKILLS

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ABN 73697336567

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>Human Resources Coordinator</b>
<b>INDUSTRIAL INSTRUMENT:</b>	Labour Market Assistance Industry Award 2010
<b>RESPONSIBLE TO:</b>	Operations Manager
<b>RESPONSIBLE FOR:</b>	No delegations
<b>LOCATION:</b>	Mount Isa <i>Travel required as per organizational requirements.</i>

### ABOUT THE ORGANISATION

**Mount Isa Skills Association Inc (isaSKILLS)** is a non-profit organisation which delivers various programmes into the community for Employment, Training, Youth and Disability services.

**isaSKILLS** was formed to provide training and employment related assistance to Jobseekers and employers in Mount Isa, Cloncurry, Longreach, Normanton and the surrounding regions. Our highly trained staff are dedicated in providing you with a quality service that is second to none.

Primarily, **isaSKILLS** relies on funding from federal and state Government Departments. The number of Departments providing funds has increased over the years since 1997. **isaSKILLS** acquires additional income through fee-for-service work, such as accredited and industrial training, labour hire, and other miscellaneous non-core activities.

## POSITION DESCRIPTION

**POSITION TITLE:** Human Resources Coordinator

### POSITION OBJECTIVE

Operation and maintenance of the Human Resources Information System and integration with the payroll and accounting systems. Provision of support to managers and all staff in the organisation of HR policies and procedures, recruitment and selection, workers compensation, remuneration and benefits and learning & development. Maintain and ensure the efficient and accurate processing of the IsaSKILLS Job Futures Human Resources designated payroll duties whilst supporting employees and management with payroll enquiries.

### KEY RESULTS AREAS AND RESPONSIBILITIES

#### **1. Co-ordination between HRIS, Payroll and Accounting Systems**

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- Liaise with Payroll, finance and IT staff to ensure effective co-ordination between the respective systems. The objective is to have all three systems interacting seamlessly as one integrated process.

#### **2. Human Resources Policies and Procedures**

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- Ensure that the Human Resources Staff Manual and the Quality Assurance system is kept up to date with modern business practice with all policies and procedures complying with relevant statutory requirements.
- Provide appropriate staff training to ensure full understanding of and commitment to work within HR policies and procedures.
- Assist managers and staff in the interpretation and application of HR policies and procedures in order to achieve effective people and business outcomes.

#### **3. Recruitment and selection**

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- Support managers and staff in recruitment and selection processes to ensure the attraction and retention of high calibre candidates.
- Provide advice on the most appropriate and cost-effective means of resourcing positions in terms of permanent, part-time, temporary or casual employees.
- If required, visiting our remote communities to do recruitment drives.

#### **4. Workers Compensation**

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- Ensure that Workers Compensation statutory requirements are met at all times including the maintenance of records and submission of returns and in a timely manner.

#### **5. Remuneration and benefits**

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- To work with line managers and relevant staff to ensure that IsaSKILLS Job Futures maintains remuneration and benefits policies that are externally competitive and internally equitable.

#### **6. Learning and Development**

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- To work with line managers and staff to ensure that learning and development needs are identified through the Performance and Development Review Process and that approved initiatives are implemented.

## **7. IsaSKILLS Job Futures Payroll**

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- Administer delegated payroll strategy in conjunction with the Operations Manager's directions.

## **8. IsaSKILLS Job Futures Recruitment Duties and other Duties**

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- Recruitment should proceed in line with policy.
- Evaluate the need for a new employee. Consider alternatives to employing someone else.
- Evaluate job description, person specification and other documents relevant to job, to ensure they are accurate and up to date.
- Review legislation that affects recruitment, including equal opportunity/discrimination, privacy, award/agreement provisions, minimum wage rates, employment contract law, apprentices and trainees, minimum employment age, occupational health and safety, and taxation. Ensure the recruitment process will comply with each of these legal requirements.
- Advertise the vacancy, both in-house and externally.
- Set up a procedure to review and screen job applications. Reject applicants that do not meet basic requirements, such as minimum qualifications and work experience.
- Interview suitable applicants face-to-face.
- Check applicants' references and verify that their qualifications are valid.
- Check that applicants are legally able to work in Australia.
- Prepare short-list of suitable applicants.
- Make job offer, but be clear it is subject to acceptance of written offer and, if accepted, confirm starting date.
- Prepare formal letter of offer/employment contract.
- Advise all unsuccessful applicants.
- Evaluate recruitment policies and processes regularly and improve as required.
- Destroy documents relating to unsuccessful candidates within a short period.
- Training administration;
- Employment contracts, resume management, interviews.
- Recruitment duties and responsibilities including completing in-house checklists.
- New staff commencement duties and responsibilities.
- Ordering name badges and business cards.
- Recruitment letters.

- Phone and organizational chart updating and maintenance.

### **Leadership and Performance Management**

- Supervision of the Performance Management System for all employees while ensuring that all individual PM plans are completed and current at all times.
- Consult with Line Managers to provide counselling or support to them and their staff as required.
- Advise and assist in achieving any necessary changes in the culture of the workplace to ensure high performance staff to meet Company objectives.
- Lead and manage subordinate staff to ensure the Human Resources Department objectives are achieved and services are provided in an effective and timely manner.
- Construct performance development plans in conjunction with subordinates to set performance direction and highlight training and development needs.
- Regularly monitor and assess performance of subordinate staff to provide constructive feedback and highlight development needs.
- Promote an environment of co-operation for continual improvement of team performance.

### **OTHER DUTIES AND RESPONSIBILITIES**

- Implements new and existing Human Resources systems, plans, policies, and procedures for recruitment, selection, performance appraisals, disciplinary and dismissal procedures in accordance with IsaSKILLS Job Futures policies and procedures, the relevant award and in line with industrial relations requirements.
- Implements the planned activities of advertising (advertising - in conjunction with the Marketing Co-ordinator), selecting candidates for interviews, conducting interviews, selects, signs on, inducts and co-manages the trial period in conjunction with the relevant Line Manager.
- Respond to general enquiries in a timely manner.
- Organise performance reviews for staff. This is to be delivered to the relevant Line Manager before the employees probation has been completed (preferably at the beginning of their second month of employment).
- Ensure the terms and conditions of the trial period and the employment agreement are adhered to.
- Record annual holidays and liases with the Finance Department in relation to holiday pay records as well as sick leave and bereavement leave entitlements.
- Innovate the recruitment system and new employee orientation and staff training programs.
- Coordinate, record and monitor professional development for staff to enhance work efficiency and compliance with related policies and procedures.
- Attend HR seminars and conventions as required and approved by the Human Resources Manager and/or the Operations Manager.
- Keep up to date with the Human Resources industry by reading journals, etc.
- Record employee entitlements and activities.
- Consult with management on employment policies, procedures, and practices.
- Manage affirmative action and equal employment opportunity programs.
- Keep a record of personnel transactions such as employment, promotions, transfers, performance reviews, and terminations, and employee statistics for government reporting if required.

- Advises management in appropriate resolution of employee relation's issues.
- Responds to inquiries regarding policies, procedures, and programs.
- Administers salary administration program to ensure compliance and equity within the organisation.
- Conduct workplace investigations and also conduct disciplinary processes.
- Prepare employee separation notices and related documentation, and conduct or organises exit interviews to determine reasons behind separations.
- Prepares reports and recommends procedures to reduce absenteeism and turnover.

#### ADDITIONAL DUTIES

- Salary sacrifice administration.
- Performance reviews administration.
- Employee Inductions and distribution of employee uniforms.

### KEY SELECTION CRITERIA

#### ***Required Skills / Knowledge / Experience***

- 3-5 years experience at a professional level in HRIS, HR operations and administration, Workers Compensation and general administration of HR policies and procedures.
- Professional skills in HRIS operations and maintenance, HR policies and procedures, recruitment and selection, Workers Compensation, Remuneration and Benefits and Learning & Development.
- Working knowledge of payroll systems and interfaces with HRIS and accounting systems.
- Intermediate to advanced skills in Microsoft Office applications including Word, Excel, PowerPoint and Access.
- Excellent organisational, planning and time management skills, including the ability to document work and meet deadlines.
- Basic understanding of the financial drivers underpinning organisational performance.
- Knowledge of finance and accounting systems to the extent necessary to operate and maintain payroll and HRIS processes.
- Understanding of the principles of leadership and management in terms of working effectively with teams and stakeholders rather than in a direct supervisory relationship.

#### ***Desirable Skills / Knowledge / Experience***

- As above, with additional specialised experience in the specified areas to enable policy design, problem solving and training others in these skills. Working knowledge of payroll systems.

#### ***Required Qualifications***

- Higher School Certificate plus certificates or diplomas in human resources, business administration, HRIS, payroll or other relevant fields.


#### ***Desirable Qualifications***

- Tertiary qualifications in social sciences or business plus specialised credentials in human resources or related fields.

#### ***Personal Attributes***

- Commitment to IsaSKILLS Job Futures' Values with high levels of trustworthiness and professional integrity.
- Effective verbal and written communication skills with particular emphasis on being able to explain complex issues in simple, easy to understand terms.
- Team player with the ability to build and maintain effective, trusting relationships with staff at all levels, member organisations, suppliers and other third parties.
- Strong commitment to task completion while maintaining high standards of accuracy and technical competence.

<b>IsaSKILLS Job Futures Values</b>
<p>In IsaSKILLS Job Futures we:</p> <ul style="list-style-type: none"> <li>• share a commitment to social justice and environmental sustainability</li> <li>• foster open and honest communication based on trust and respect</li> <li>• celebrate diversity by nurturing individuals' skills and strengths in order to achieve our common goals</li> <li>• respect the wellbeing of each individual, and support staff to achieve a work-life balance</li> <li>• encourage individual and collective learning and creativity</li> <li>• strive for excellence, continuously improving our organisation</li> <li>• value open discussion and debate so that everyone has a say in decisions that affect us all</li> <li>• are passionate about what we do</li> </ul>

<b>Approved by CEO</b>		<b>Agreed by Incumbent</b>	
<b>Date</b>	2009	<b>Date</b>	