



We partner with people on the autism spectrum, their families and communities to remove barriers and realise potential.

Position Description

Human Resources Officer

Team	Human Resources
Location	Acacia Ridge
Manager	Manager Human Resources Operations
Classification	Contract
Employment Status	Permanent Full-Time

Purpose

The purpose of this position as Human Resources Officer is to provide and support best-practice, client-focused Human Resources (HR) services across Autism Queensland (AQ).

Responsibilities

- Lead end to end recruitment (including internal employee changes), on and off-boarding across nominated teams, liaising with hiring managers to develop and maintain an understanding of business and people development needs
- Respond to employee enquiries, providing direct assistance, liaising with internal stakeholders or escalating as relevant
- Coordinate and support the implementation of HR initiatives and processes across the business, with a focus on partnering with nominated teams
- Support managers in addressing performance management concerns, referring to the Senior HR Adviser for oversight of disciplinary action
- Support and learn from the Senior HR Adviser in managing employee relations (ER) matters, with a view to developing professional ER expertise and independence
- Prepare annual reports as required and monthly reports on HR metrics including recruitment and turnover
- Assist and relieve team leads as required to progress strategic and operational HR functions, projects and initiatives, as directed by the Manager HR Operations or Chief People Officer

Key Performance Indicators

- Timely internal and external client-focused completion of recruitment, onboarding, staff movement and offboarding processes

- Timely, service-oriented response to external (including job candidates) and employee enquiries and requests for HR support
- Active learning and provision of responsive support to HR team leads and Senior HR Advisor as relevant
- Accurate, professionally-presented and compliant HR correspondence, records and reports
- Effective prioritisation of workload, time management and work processes
- Appropriate professional communication and relationships with internal and external stakeholders
- Maintenance of confidentiality in all work practices
- Positive feedback on HR service provision from internal and external clients
- Compliance with AQ policies and procedures, including HR team systems and processes

Essential Criteria

- Tertiary degree qualification in Human Resources Management or equivalent
- Minimum two years' experience in a HR role, including at least one year's in-house recruitment experience with proven effectiveness
- Demonstrated understanding of current employment legislation and exposure to Award and/or Employee Agreement interpretation
- Well-developed interpersonal communication skills and service focus, with demonstrated effectiveness in providing professional HR support to internal stakeholders
- Excellent written communication skills, with strong attention to detail
- Intermediate to advanced computer literacy, with exposure to HR information systems and procedures
- Demonstrated effectiveness in managing multiple tasks and competing deadlines with flexibility, effectiveness and willingness to learn while working both autonomously and collaboratively as a member of a small team

Special Conditions & Requirements

- Current open driver's license and travel to other Autism Queensland sites
- Blue Card or NDIS Worker Screening and WWCC Blue Card (paid workers)
- Certificate of completion in NDIS Worker Orientation Module "Quality Safety and You"

Position Description Reviewed: January 2022