

Position Description

Title	Team Leader, Human Resources (HR) Connect
Business Unit	People and Culture
Location	130 Lonsdale Street, Melbourne
Employment type	Full Time Ongoing
Reports to	Senior Manager, People and Culture Operations

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Team Leader is responsible for guiding a team of HR Coordinators, dedicated to the management of the end-to-end recruitment, onboarding and employment variation activity across Uniting. This role will work closely with the team to ensure the advice, support and workforce administration provided to relevant stakeholders is timely, efficient, and effective.

The team leader will work collaboratively with P&C business partners, payroll and people managers ensuring end to end people and culture support.

2. Scope

Budget: TBC

People: 6 x Human Resources Coordinators

3. Relationships

Internal

- Business Unit managers
- People and Culture team
- Senior Leadership Group
- Employees

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External

- Vendors and consultants
- Applicants and candidates
- Statutory bodies as required
- Jobs boards and advertisers

4. Key responsibility areas

Functional requirements

- Manage and monitor end to end recruitment activity for all appointments in line with key organisational requirements
- In conjunction with the senior manager, monitor industry best practice and identify opportunities for Uniting to remain competitive in the current market to ensure we can attract the best talent and build an ongoing pipeline for future vacancies
- Maintain an up to date working knowledge of our industry in order to provide advice and guidance to relevant stakeholders, including Hiring Managers and P&C Business Partners
- Support Uniting's organisational structure and hiring needs by ensuring well written, high quality position descriptions that adhere to classification requirements and meet the rules of contemporary best practice
- Maximise the use and effectiveness of resources (i.e.: people, systems and processes) to deliver and manage accurate and high-quality end-to-end recruitment services to Uniting ensuring your team produce excellence in quality and customer service throughout
- Ensure the experience delivered to our clients, candidates and workforce is underpinned by an excellence in customer service without compromise
- Lead the administration of and maintain compliance of recruitment, safety screening and on-boarding and act as the SME through efficient and effective monitoring and management of all workforce safety screening both pre-employment and throughout tenure. For example: National Police Checks, Working with Children Checks, mandatory qualification renewals (APHRA or VIT etc); and more
- Step up in peak periods, supporting the team with their workload with a hands-on approach. This may require the team leader to undertake a partial portfolio of customers to ensure they remain 'in touch' with the day to day practices of the team
- Maintain knowledge of current employment legislation, industry standards and leading practice
- Work closely with the Payroll team to ensure appropriate data is available and records are maintained effectively providing a seamless service
- Maintain knowledge of current policies, protocols and procedures
- Manage workforce records ensuring all are kept up to date and develop and manage records management procedures
- Prepare regular and ad-hoc reports as required

Quality and risk

- Lead both internal and external audits and provide SME input
- Manage associated risk and take appropriate action to control the risk
- Work to innovate and continually improve HR systems, tools and processes ensuring an effective and efficient experience
- Ensure robust management and effective delivery of day to day operational activity ensuring regular audit processes are conducted and any issues resolved
- Lead continuous improvement activities across HR operations

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in establishing leading practices, standardisation and effective process governance (including data integrity, maintaining and cleansing files (paper and electronic))
- Ensure HR services and processes are industry leading and that people managers have the tools, training and resources they need to excel
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.

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- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

5. Performance indicators

- To be agreed with line manager

6. Person specification

Qualifications

- Degree qualification in human resources or a related discipline or extensive professional experience in human resources, administration and customer service.

Experience and knowledge

- Proven experience and knowledge of the end-to-end recruitment process, including leading practice approaches in line with current industry benchmark
- Demonstrated experience in leading and coaching a team through the recruitment lifecycle whilst delivering high quality, excellent end-to-end recruitment and an enhanced client and candidate experience
- Knowledge of the current recruiting market, to attract a high calibre of potential candidates for vacant positions and build talent pipelines that align with workforce planning and organisational goals
- Experience in developing high standard attraction methods through comprehensive trend analysis
- Proven capability in recruitment analysis and development of process matrices for contribution to continuous improvement
- Experience with e-recruit and HRIS systems (PageUp and PayGlobal an advantage)
- Solid understanding of the Australian industrial landscape- awards and agreements and providing general HR advice
- Demonstrated understanding and knowledge of safety screening practices and HR compliance within the community services sector

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- Demonstrated customer focus (service excellence) approach and able to work with a broad range of people from varying backgrounds

Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values
- Previous demonstrated leadership experience in administration/customer service preferably within a people and culture environment with a strong customer service focus
- Extensive experience with system/database administration and the ability to analyse and interrogate information
- A collaborative approach to building professional relationships and working within a team to contribute to the team vision
- Sense of urgency and ability to assess and meet priorities through good time management coupled with a high level of initiative and ability to work autonomously where required
- Strong attention to detail with an ability to manage competing priorities and maintain quality service delivery when working under pressure
- Excellent verbal and written communication and interpersonal skills with the ability to tailor delivery to varying stakeholder levels and preferences
- Intermediate proficiency in Microsoft Office Suite- flow charts, focus of Excel (use of pivot tables, VLOOKUPS)
- Good working knowledge of systems administration including e-recruitment and HRIS systems and workflows

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: