



Position Description

Human Resource Senior Officer (HRSO)

Location: Richmond, Braybrook and Springvale

Reports to: Accounts Manager, CEO

Date Updated: November 2018

About the Australian Vietnamese Women's Association (AVWA):

AVWA is a not-for-profit organisation. Its aims are to assist the settlement and welfare needs of Vietnamese-speaking refugees and migrants in Victoria, and to improve the quality of life and well-being of the most disadvantaged members of the community in Victoria. Its objectives are to promote mutual assistance; to increase women's understanding of their rights and responsibilities; to provide material, emotional & other support to vulnerable members; to provide information on Australian culture and life so as to promote mutual understanding and harmonious relations; and to build a strong and resilient community.

We provide a wide range of services from playgroups to Home Care Packages and Planned Activity Groups for the frail and the aged, including youth activities, parents' and men's groups, training, employment assistance, sports, prisoner support, drug & alcohol treatment, etc... We also run various community education/awareness projects, help provide cultural support to NGOs as well as government departments/services.

AVWA employs over 150 team members across Melbourne's metropolitan regions. Our Values are: Integrity, Respect, Inclusion, Compassion, Excellence, Innovation. Our Vision is: A harmonious society in which everyone, irrespective of age, gender, skills, abilities, ethnicity & religion, feels valued, is motivated and empowered to contribute.

About the Position

We are seeking a highly motivated individual looking to launch their career in Human Resources. The position is of 2 to 3 days a week with the chance of being increased to a full time basis.

The Human Resource Senior Officer (HRSO) manages the day-to-day operations of the Human Resource team, the administration of the human resources policies, procedures, and programs. The HRSO carries out responsibilities in the following functional areas: Human Resource Information Systems, employee recruitment & relations, training and development, benefits, compensation, organisational development, and employment.

The Human Resource Senior Officer is responsible for all or part of these areas:

- recruiting and staffing logistics;



- organisational and space planning;
- performance management and improvement systems;
- employment and compliance to regulatory concerns and reporting;
- employee orientation, development, and training;
- policy development and documentation;
- employee relations;
- committee facilitation;
- employee communication;
- compensation and benefits administration;
- employee safety, health and wellness;
- employee services and counselling with matters relating to the employment services and
- knowledge of and compliance with current legislation and practices.

The HRSO implements Human Resource practices and objectives that will provide an employee-oriented, high-performance culture that emphasises empowerment, quality, productivity and standards, goal attainment, and the recruitment and ongoing development of a superior workforce.

The HRSO reports to the Accounts Manager, the Operations Manager and the Chief Executive Officer and coordinates the implementation of employment services, and policies, in collaboration with senior staff.

Primary Objectives:

- Safety, health and well being of the workforce.
- Development and recruitment of a superior workforce.
- Development of an employee-oriented organisational culture that emphasises quality, continuous improvement, and high performance.
- Personal ongoing development.

Development of the Association's Human Resources.

- Assists with the development and administration of programs, procedures, and guidelines to help align the workforce with the strategic goals of Australian Vietnamese Women's Association Inc. (AVWA).
- Participates in staff meetings, other meetings and seminars.
- Studies and interprets legislation, awards, collective agreements and employment contracts, wage payment systems and dispute settlement procedures.
- Develops, plans and drafts employment contracts and performance-based wage adjustment procedures, workplace relations policies and programs, and procedures for their implementation.
- Oversees the information and conduct of workplace consultative committees and employee participation initiatives.
- Recommends changes in benefits offered and OHS practices aimed at employee health and well being, satisfaction and retention

Human Resource Information Systems



- Manages the development and maintenance of the Human Resources information system, including Internet & website,
- Compile and update employee records (hard and soft copies)
- Maintains employee-related databases.
- Prepares periodic reports for management, as necessary or requested.
- Assist in payroll preparation by providing relevant data (absences, bonus, leaves, etc)

Training and Development

- Assists with the implementation of the performance management system that includes performance development plans (PDPs) and employee development programs.
- Helps establish an in-house employee training system that addresses the organisation's training needs, new employee orientation, management development, the measurement of training impact.
- Assists managers/coordinators/team-leaders with the selection and contracting of external training programs and consultants.
- Provides necessary education and materials to managers and employees including workshops, manuals, employee handbooks, and standardised reports.
- Helps develop and monitors the organisation training budget.
- Maintains employee training records.

Recruitment

- Manages the recruitment process for employees, interns and volunteers
- Arranges for advertising of job vacancies.
- Reviews resumes for all candidates and interviews,
- Prepares contracts of employment
- Provides orientation to new employees
- Serves on employee selection committees.

Employee Relations

- Provide day-to-day operations of the HR functions and duties
- Deal with employee requests regarding human resources issues, rules, and regulations
- Recommends employee relations practices necessary to establish a positive employer-employee relationship and promotes a high level of employee morale and motivation.
- Undertakes negotiations on terms and conditions of employment.
- Handles disputes, claims, and grievances procedures, including work compensation and discipline issues
- Is responsible for the implementation of AVWA's OHS programs. Tracks and posts OHS-required data and files reports.



Compensation monitoring

- Researching, establishing, and maintaining pay system: researching and understanding the current and upcoming competitive markets for employee pay and benefits to ensure that pay rates are complied, fair and equitable in order to retain and recruit employees
- monitors and makes recommendations about the wage and salary structure and the variable pay systems within the organisation including bonuses & promotions.

The HR Senior Officer assumes other responsibilities as assigned by the CEO and or her delegates.

To perform the HRSO job successfully, an individual must be able to perform each essential responsibility satisfactorily. The above requirements are representative, but not all-inclusive, of the knowledge, skills, and abilities required of the HRSO.

Human Resources Senior Officer Requirements:

- Up-to-date knowledge of Industrial Legislations and practices.
- Experience in the administration of benefits and compensation programs and other Human Resources fields.
- Excellent computer skills. Must include Excel and demonstrated skills in database management and record keeping.
- Effective oral and written communication.
- Excellent interpersonal and coaching skills.
- Evidence of the practice of a high level of confidentiality.
- Excellent organisational skills.

Education and Experience

- Bachelor or higher degree in Human Resources, Business, or Organisation Development or equivalent.
- At least three years of experience in Human Resources.
- Specialised training desirable in industrial law, compensation, organisational planning, organisation development, employee relations, OH &S, training, and preventive industrial relations, etc...

Interested?

To apply, please send your resume and a cover letter detailing what you'll bring to the position to hr@avwa.org.au.

Applications close: Monday 17 December 2018