

POSITION DESCRIPTION

POSITION TITLE:	People and Culture Officer
WORK LOCATION:	Carlton, some remote work
FRACTION:	0.8 FTE or 0.9FTE
RESPONSIBLE TO:	Head of People and Culture

1. THE AUSTRALIAN COLLEGE OF OPTOMETRY

The Australian College of Optometry's (ACO) Vision is to achieve world leading eye health outcomes for all and its Mission is to improve the eye health and well-being of communities through innovation, partnership and leadership in:

Clinical optometry services - providing high quality public health eye care for communities in need and leading best practice;

Research - undertaking high impact internationally recognised research to improve the understanding of vision science and eye care; and

Education - providing best practice clinical learning pathways for optometrists from pre-registration through to professional practice.

The ACO is a values-based organisation, and our work is led by the following values and principles:

- We deeply **care** about eye health;
- Everything we do drives this **purpose**;
- Mutual **respect** guides our expectations;
- We foster excellence through **collaboration** with our patients, partners, and teams;
- Our commitment to **innovation** pushes us to question and find better ways;
- We **deliver** what we promise to patients, partners, and each other.

2. POSITION SUMMARY

You will provide an exceptional level of operational support to the Head of People and Culture and be responsible for the administration of a range of generalist functions including, but not limited to recruitment, employee life cycle, security checks and HR systems, HR processes and activities.

This position is an opportunity for a skilled HR professional with a couple of years' experience, looking to further expand their skills and experience in human resources.

3. KEY RESPONSIBILITIES

The incumbent will be responsible for providing operational support including the following:

Culture

- Develop and drive wellness initiatives and staff engagement strategies
- Lead the Reconciliation Action Plan for the ACO, coordinating working group meetings, delegating organisation tasks and reporting on outcomes;
- Coordinate HR activities related to the ACO Reconciliation Action Plan;

- Work in partnership with service areas on Gender Equality programs;

People

- Assisting with administering and coordinating the Performance Development Review process;
- Participating in sensitive and confidential matters including employee relations, and organizational changes, planning and protecting the security of information, data, and files;
- Providing assistance to all employees for employment related matters, including answering company-wide employee questions regarding HR Policies & Procedures, referring to the Head People and Culture as needed;
- Building a strong relationship with all service areas to understand and support their HR needs;

Compliance

- Working in partnership with service areas to ensure accurate management and facilitation of compliance records, such as Working with Children Checks, Police Checks, and Mandatory COVID-19 Vaccination requirements;
- Ensuring legal compliance through all people and culture functions;
- Assisting with co-ordinating any Workcover matters or return to work plans if/when necessary;
- Contributing to the development, interpretation, and implementation of ACO HR Policies and Procedures (and others where required) and co-ordinating their approval by management as appropriate;
- Liaising with teams across all locations to ensure to ensure compliance with ACO values, policies, and expectations;

Recruitment and Administration

- Provide end-to-end administration support including issuing employment contracts, variations, and maintaining all associated documentation, to ensure timely delivery;
- Manage the end-to-end recruitment cycle, including liaising with managers, approval processes, developing and posting both job advertisements and position descriptions, conducting candidate interviews, participating in interviews as required, and reference checking candidates;
- Track and maintain accurate records of HR activities, such as recruitment, induction, probation, employee changes and cessations;
- Administer new starter process by processing employee related documentation and correspondence in consultation with payroll, and organising inductions;
- Facilitating the creation and maintenance of photo ID cards and building access;
- Working closely with the Finance Section in relation to payroll matters; and
- Other tasks within your skills and competence as required.

4. SPECIAL REQUIREMENTS

- A satisfactory National Police Check which specifies working with children/vulnerable groups
- Vaccination against COVID -19 (2+ booster), or hold a medical exemption

5. JOB COMPLEXITY, SKILLS, AND KNOWLEDGE

This position reports to Head of People and Culture.

Broad direction and support will be provided but the appointee is expected to exercise a high level of autonomy.

5.1 Level of Supervision/Independence

The appointee works independently prioritising their own workload and taking responsibility for decisions and outcomes. They liaise regularly with the Head of People and Culture and show initiative with proposals and goals for their areas of responsibility.

5.2 Problem Solving and Judgement

The appointee has a high level of problem-solving skills with a methodical and resourceful approach. Sound professional judgement is required for situations of staff management and to oversee areas of responsibility.

5.3 Professional and Organisational Knowledge

A working knowledge of all relevant policies/programs of the ACO and optometry profession is required.

5.4 Resource Management

The appointee manages resources relating to their areas of responsibility including assistance with operational management.

5.5 Breadth of the Position

The appointee demonstrates leadership as well as providing guidance and support for the people and Culture team. They will actively assist with People and Culture projects.

5.6 Behavioural Expectations

Professional behaviour is expected at all times in the workplace, as evidenced by staff:

- Communicating with patients and colleagues in an open, clear, and friendly manner;
- Treating others fairly and objectively, ensuring freedom from discrimination, harassment, and bullying;
- Behaving honestly and with integrity;
- Complying respectfully with any lawful and reasonable request given by a staff member's supervisor;
- Using ACO resources in a proper manner;
- Abiding by the policies, procedures, and guidelines of the ACO;
- Upholding the ACO values and good reputation;
- Accepting and working with decisions and outcomes determined through the management and governance structures of the ACO;
- Establishing a good and healthy work/life balance;
- Working constructively to resolve conflict in a timely manner; and
- Contributing positively to the workplace as well as the enjoyment and satisfaction of colleagues.

6. KEY SELECTION CRITERIA

Qualifications

- A qualification in human resources, or a related discipline
- 2 + years human resources experience
- Not for profit experience desirable, but not essential

To be successful in this role, you:

- Have high level communication & interpersonal skills — written and oral communication skills will demonstrate confidence to manage correspondence to a diverse range of stakeholders;

- Are confident and energetic with a ‘can do’ approach
- Can work both collaboratively as a small team and as an autonomous focused achiever;
- Have the skills and ability to prioritise, problem solve, and take initiative;
- Have intermediate to high proficiency using MS Office Suite (Word, Excel, Outlook, Teams);
- Have demonstrated ability to maintain confidentiality and adhere to the highest ethical standards;
- Are committed to a diversity and equality culture;
- Have the ability to operate under pressure and stay calm;
- Can deliver effective results, meet tight deadlines and targets with strong attention to detail; and
- Previous experience administering a Human Resources Information System (HRIS), Learning Management System (LMS), Applicant Tracking System (ATS), or other HR databases — favourable but not required.

7. ENVIRONMENTAL, HEALTH & SAFETY RESPONSIBILITIES

All ACO staff are responsible for observing and practicing safe work practices and procedures, including:

- taking reasonable care for the safety of self and others;
- ensuring that any hazardous conditions, near misses and injuries are reported immediately to a supervisor;
- seeking guidance for all new or modified work procedures;
- participating in meetings, training and other health and safety activities;
- wearing personal protective equipment as provided;
- using equipment in compliance with relevant guidelines, without willful interference or misuse; and
- adopting work practices that support OHS programs.

8. ORGANISATIONAL RELATIONSHIPS

Reports to:	Head of People and Culture
Supervises:	N/A
Internal Liaisons:	People and Culture Coordinator Chief Executive Officer Director of Finance and Corporate Services Director of Clinical Services Director of Education, Membership & Marketing Director National Vision Research Institute Senior Management Team All other managers All staff, including sessional, casual, and honorary staff
External Liaisons:	Stakeholders HR Specialists Relevant legal advisors Workcover Insurer Others where relevant

9. OTHER RELEVANT INFORMATION

Employment Screening

The ACO employs staff who come into contact with children, elderly, and vulnerable people. We are committed to protecting and not placing at unreasonable risk vulnerable people, members of the communities we serve and our employees. Employment for all positions is conditional on a satisfactory National Police Check which specifies working with 'children/vulnerable groups. Police checks must be renewed every three years.

International Police Checks are required from prospective employees who have worked overseas for 12 months or more in the last 10 years.

Working with Children Checks are required for some positions as determined by the ACO. Working with Children checks must be renewed every five years.

Pre-employment Medical Check

For specific positions where there are particular physical demands a pre-employment medical check with your Medical Practitioner would be required.

Privacy Notification

We collect this personal information for the purpose of processing and considering your application for employment and its use is consistent with requirements of the Information Privacy Act 2000. All unsuccessful applications are retained for six months then securely destroyed.

Diversity

The Australian College of Optometry is an Equal Opportunity Employer. We welcome applications from people with the widest possible diversity of background, culture and experience. The ACO encourages and welcomes the interest from Aboriginal and Torres Strait Islanders for roles within the organisation.

Vaccination

All employees are required to be up to date with their vaccination or hold a valid medical exemption, as a term and condition of employment at the ACO, so as to align with the Government mandate for COVID-19 vaccination for healthcare workers. Employees are considered to be up to date with their vaccinations as per the Government definition. As of August 2022, two doses and a booster.