

**POSITION DESCRIPTION - HR Operations & Student Officer****Part 1 – Expectations for Your Role**

Position	HR Operations & Student Officer
Service / Program	Human Resources
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Level 3
Reports to	HR Operations Manager
Effective Date	April 2025

Key Deliverables

Students

Advocacy and Representation:

- Coordinate student placements with Line Managers, Universities and other internal teams
- Assist HR Operations Manager in enhancing the placement process and build Each's student brand with an aim to create a pipeline of future talent.

Policy & Program Development:

- Maintain internal student policies, procedures and associated documentation
- Manage service level agreements with universities and ensure student compliance requirements are met.

Communication and Outreach:

- Foster education partnerships and proactively market student opportunities internally and externally
- Ensure all internal information and platforms pertaining to students is kept up to date

Administration & Record Keeping:

- Identify and fill placement roles proactively, utilising appropriate student-related systems for tracking, reporting and maintaining pipeline metrics.

Event planning & Coordination:

- Represent Each at university events, including coordinating business representation, and track Return On Investment of events
- Support awareness initiatives to increase student placements and establish a graduate pipeline.

Compliance

- Contribute to the review and updating of relevant employment compliance policies and procedures
- Manage compliance records for existing employees in Dayforce, tracking expiries and renewals.
- Identify, evaluate, and escalate compliance risks in line with relevant laws and policies to HR Operations Manager/relevant HR Business Partner in a timely manner
- Complete monthly compliance reports and escalate risks as needed
- Liaise with external compliance regulators as required.



General HR Operations Practice

- Assist Payroll with non-contractual changes to employer conditions and employee-record keeping in Dayforce
- Assist in producing relevant HR reporting and timely completion of audit requests
- Assist with onboarding and contract management when required
- Assist in updating internal HR documentation and document control on the Grid
- Contribute to process improvement projects across the HR team.

Skills

- Strong communication – Excellent written and verbal skills.
- Emotional intelligence – Ability to navigate sensitive situations with discretion.
- Attention to detail – Ensuring accuracy and thoroughness in all tasks.
- Critical thinking – Considering all aspects before taking action.
- Multitasking & prioritisation – Effectively managing multiple systems and tasks.
- Problem-solving mindset – Professional, positive, and solution-focused approach.
- Stakeholder management – Build positive and lasting relationships with multiple internal and external stakeholders

Desirable Experience and Knowledge

- Proven experience in data management, administration, and customer service.
- Handling sensitive employee information with discretion and professionalism.
- Proven ability to work independently and manage multiple tasks simultaneously.
- Ability to build relationships with students, staff, and external parties.
- Enthusiastic and motivated, with a passion for student welfare and community building.

Physical Requirements

- Office Environment: Ability to sit for extended periods and use office equipment.
- Data Entry: Capability to type and handle administrative tasks.
- Office Mobility: Ability to move around the office and attend meetings.
- Light Lifting: Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- Visual & Auditory: Ability to read documents and communicate effectively in person and via phone/video.
- Travel: Ability to travel locally.
- Hours of work: This role may require occasional evening or weekend work to support events and activities.



POSITION DESCRIPTION - Employee
Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each’s Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.



- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.