

# Position Profile



<b>Position:</b>	<b>People Services Officer</b>
<b>Team:</b>	People, Culture & Safety
<b>Org unit:</b>	People, Culture & Safety
<b>Industrial coverage:</b>	Non-award
<b>Position number:</b>	TBA
<b>ANZSCO code:</b>	TBA
<b>HCA/AON code:</b>	HR.GLGL.P2
<b>Approval status</b>	Draft
<b>Date reviewed:</b>	May 2026

## Organisation purpose

**A different brilliant®** - understanding, engaging and celebrating the strengths, aspirations and interests of people on the autism spectrum.

**Vision:** The best opportunities for people on the autism spectrum.

**Mission:** We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focussed, and customer-driven.

**Values:** Teamwork, Honesty and Integrity, Respect, Inclusion, Vibrant, Excellence (THRIVE)

## Team purpose

To guide, support, and enable Aspect to lead, manage and grow our people and their talents in a safe and inclusive workplace, for the good of Aspect, our customers, and community.

## Position purpose

Deliver responsive and effective support to employees across all elements of the employment lifecycle.

## Key accountabilities

### Employment Lifecycle and Service Delivery

- Administer key employment lifecycle processes including managing compliance checks, contract generation and responding to employee queries.
- Provide responsive, accurate, and professional support to employees, managers, and internal stakeholders
- Act as a first point of contact for People Services queries, resolving matters or escalating where appropriate.

### Compliance and Risk

- Action agreed processes in a consistent way

- Monitor and follow up on mandatory compliance requirements such as background checks

### **Systems and Data Management**

- Accurately enter and maintain employee data in HR and payroll systems
- Identify and escalate data discrepancies or system issues as required
- Support system enhancements, testing, and implementation activities

### **Continuous Improvement**

- Contribute to the review and improvement of People Services processes and procedures
- Identify opportunities to enhance efficiency, consistency, and service delivery
- Support the implementation of system or process changes

### **Team Contribution**

- Contribute to team priorities, workload distribution, and service standards
- Contribute to and promote a team culture of continuous improvement and high performance.

### **People, Culture & Safety functional development**

- Contribute to continuous operational improvement through knowledge of Aspect's business, the external context, and contemporary practice in own area of expertise.

### **Safeguarding the people we support**

Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to:

- follow safeguarding guidelines as outlined in Aspect's Safeguarding the People We Support policy and Code of Conduct.
- complete mandatory Code of Conduct training and implement into day to day operations and practice.
- be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns.
- escalate/report other staff practices which deviate from policy/procedure.

### **Work health and safety**

All staff are required to:

- take reasonable care for their own health and safety.
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements.
- report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect.
- participate in the staff consultation process about work health & safety matters.
- understand and adhere to Aspect's Code of Conduct.

### Reporting lines

<b>Direct manager:</b>	Payroll & People Services Manager
<b>Direct reports:</b>	Nil

### Essential requirements

- Relevant tertiary qualifications or relevant equivalent work experience, or a combination of study and work experience
- Strong data literacy, and attention to detail
- Strong verbal and written communication skills
- Customer service experience
- Experience in and aptitude for technology and information systems
- Knowledge of SmartRecruiters and/or Check Work Rights would be desirable
- Mindset for positive change and commitment and aptitude for process improvement
- Willingness to travel to regional and interstate sites from time to time
- Working with Children Check clearance (NSW)
- National Police Clearance