

NAMBOUR CHRISTIAN COLLEGE

POSITION DESCRIPTION

People and Culture Officer

Position Purpose	In support of the mission and vision of NCC the role of People and Culture Officer provides administrative support to the Head of People and Culture. As such, the role is integral to helping deliver operational excellence in human resource services and people initiatives that strengthen the college's Christ-centred, mission-aligned culture.
Qualifications	<p>Fundamental knowledge of Human Resources, Employee Relations, and People and Culture preferred.</p> <p>Formal qualifications in Business Administration or relevant experience in a senior administrative support role essential.</p> <p>Confidence using HRIS (ConnX experience preferred but not essential), Microsoft Office Suite, and Canva.</p> <p>Hold a current employee Blue Card (Working with Children Check)</p>
Accountability	Head of People and Culture and ultimately the Executive Principal.
Key Relationships	Head of People and Culture, Payroll Manager, Heads of Schools, Senior Leaders, all staff and Executive Principal.

Personal Requirements

These are generally personal in nature and reflect the desired attributes of staff.

- Personal faith in and commitment to Jesus Christ
- Ability to translate Christian faith into daily practice
- High ethical standards, professionalism, and confidentiality
- Strong interpersonal skills and emotional intelligence
- Effective organization, prioritization and task management
- Clear and professional written and verbal communication
- Sensitivity to the needs of diverse stakeholders
- Calm, discreet and composed when managing sensitive issues
- Strong attention to detail and process-focused thinking
- Accountability, reliability and consistent follow-through
- Professional appearance and conduct
- Commitment to continuous learning and growth
- Active support for NCC's Mission and Vision
- Commitment to integrity and professionalism aligned with Christian values

Professional Competencies

The following professional competencies are essential to this position.

Behavioural - These competencies describe the behaviours, attributes and interpersonal capabilities required for effective performance in this role.

Communication

- Demonstrated ability to communicate clearly, respectfully and appropriately with diverse audiences across all levels of an organisation.

- Proven capability in preparing accurate, well-structured HR documentation that supports clarity, consistency, and informed decision-making.

Relationship Management and Collaboration

- Proven ability to build and maintain constructive, professional working relationships with staff, leaders, and key stakeholders.
- Demonstrated experience working collaboratively within a People & Culture function, including coordinating workflows and supporting organisational initiatives.

Ethical, Professional & Values-Based Practice

- Demonstrated professionalism, discretion, and ethical judgement in managing sensitive information, including knowing when to escalate matters.
- Commitment to values-aligned practice, ensuring behaviours and decision-making reflect the organisation's mission and Christian ethos.

Employee Experience and Service Orientation

- Proven ability to provide timely, considerate and high-quality support to employees, contributing positively to the overall employee experience.
- Demonstrated empathy, discretion and responsiveness in daily interactions, ensuring staff feel supported and respected.

Organisational Insight

- Ability to understand and apply knowledge of the organisation's mission, strategy, and operating context to inform priorities and HR support.
- Demonstrated capability to apply contextual awareness when supporting people-related initiatives and enhancing organisational capability.

Continuous Learning and Development

- Commitment to ongoing professional development and maintaining up-to-date HR and employee relations knowledge.
- Ability to apply new learning to improve HR processes, systems and service delivery.
- Proven understanding of responsibilities under relevant legislation, including privacy and child-safeguarding requirements.

Technical Skills and HR Capabilities - These capabilities outline the HR-specific knowledge, technical skill and professional proficiency required for effective performance in this role.

HR Knowledge and Policy Application

- Demonstrated ability to apply sound knowledge of HR policies, procedures, and the full employee lifecycle.
- Experience in communicating HR policies and supporting their implementation in line with legislative and organisational requirements.

Documentation, Compliance and Record-Keeping

- High level of accuracy and attention to detail in maintaining employee documentation and ensuring compliance with record-keeping standards.
- Ability to contribute to policy reviews and undertake research that supports compliance and informed organisational decision-making.

HR Systems and Digital Capability

- Strong proficiency in maintaining HRIS data integrity (including ConnX) and supporting system enhancements or module updates.
- Demonstrated capability in using digital tools and systems to deliver efficient HR administration.

Data Integrity, Reporting and Analytics

- Proven ability to ensure data accuracy and provide reliable inputs for HR metrics, dashboards, and organisational reporting.
- Experience preparing routine HR reports, including recruitment, turnover, and compliance analytics.

Recruitment and Talent Acquisition

- Demonstrated capability in supporting end-to-end recruitment administration using ConnX Recruitment or similar systems.
- Ability to assist system users to ensure streamlined and efficient recruitment processes.

Employee Lifecycle Support

- Experience supporting onboarding, induction and orientation programs to ensure a positive and well-structured employee experience.
- Ability to monitor probation cycle documentation and maintain accurate lifecycle records.
- Proven capability to support offboarding activities, including the coordination of exit interviews and documentation.

Key Responsibilities

These responsibilities outline the core duties and actions required to deliver high-quality HR support and contribute to People and Culture initiatives.

Culture and Engagement

- Support initiatives that foster a positive, supportive and values-aligned organizational culture.
- Assist with employee engagement, wellbeing programs, surveys, PD events and internal communications.
- Support HR communication activities, including contributions to the HR Matters News Blog.
- Coordinate onsite visits from the EAP provider.

Employee Relations and General HR Administration

- Respond to general HR enquiries and guide staff through HR processes.
- Assist with employee relations documentation and maintain employee files and policies.
- Prepare People and Culture correspondence, memos and internal communications.

HR Systems and Process Support

- Maintain accurate HRIS (ConnX) data and generate routine HR reports.
- Support improvements to HR processes, forms and people-focused initiatives.

Recruitment and Talent Acquisition Administration

- Provide recruitment administration support, including job postings, applicant management and communication.
- Maintain ConnX Recruitment and support users with system navigation.

Employee Lifecycle Administration

- Coordinate onboarding and induction activities throughout the year.
- Track probation timelines and related documentation.
- Assist with exit interview process.

Compliance, Documentation and Reporting

- Support policy review processes and documentation updates.
- Prepare HR metrics, compliance reports and support strategic reporting needs.

General Support

- Provide administrative support to the Head of People and Culture.
- Assist with special projects and People and Culture initiatives.
- Support the Payroll Manager with administrative tasks when required.
- Engage in professional development and undertake additional duties as directed.

Remuneration	In accordance with levels set out in the NCC Enterprise Agreement
Reference Documents	NCC Child Protection Policy NCC Staff Code of Conduct NCC Enterprise Agreement NCC Staff Dress Code Policy NCC Workplace Health and Safety Policy
Hours of Work	As per Employment Contract