

# Job Profile



**Position Title:** Recruitment Assistant

**Award:** Labour Market Assistance Industry (LMAI) Award

**Classification:** Administrative Assistant (AA)

**Portfolio:** People Operations

**Reports to:** Recruitment and Talent Partner

**Employee:**

Signature below provides acknowledgement that this document represents the job to be performed and has been accepted by the incumbent.

**Approved / Authorised by:** Chief People Officer

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## **Job Focus**

The Recruitment Assistant will provide efficient and professional frontline administration assistance for the People Operations Recruitment team.

## **KRA 1 – Administration**

### **KRA 1.1 – Recruitment**

- Support the administration of SYC's recruitment process in line with SYC's recruitment policy and procedures as amended from time to time.
- Assist as required with the provision of effective day-to-day recruitment administration support, including but not limited to:
  - Monitor and action recruitment emails, enquiries, and event notifications.
  - Provide a central point of contact for recruitment enquiries regarding employment opportunities, responding effectively to all queries from applicants and/or potential candidates.
  - Preparation, placement, and monitoring of employment advertising.
  - Screen CVs/applications and conduct telephone interviews as directed to short list suitable applicants.
  - Administer specific testing for recruitment and selection purposes as required.
  - Organise required compliance, background / psychological screening, and reference checks.
  - Administer the Employment Screening process.
  - Administer and submit timely and accurate recruitment requests for new employees.
  - Liaise with HR colleagues to ensure the timely and accurate production of contractual documentation.
  - Provide recruitment advice and support to managers regarding the SYC recruitment and selection process, including policy, procedures and available tools and resources.
  - Preparation of employment contracts, letters and other relevant 'sign on' documentation as required.

- Assist with interviewing where required.
- Assist with the review and update of recruitment and selection documentation and the development of new processes and resources as required to promote continual improvement.
- Assist the Recruitment and Talent Partner to monitor feedback about SYC on online jobs boards (i.e., Seek).
- Assist with the development and maintenance of talent pools to ensure qualified candidates remain engaged in current or potential future opportunities and refer candidates to suitable vacancies.
- Support Human Resources by assisting with the delivery of ad hoc recruitment related projects as directed.

## **KRA 1.2 – Organisation Responsibilities**

- Actively support SYC's collaborative, performance-based culture and ensure actions and behaviours align with the organisation's values of passion, trust, quality, teamwork, and courage.
- Achieve all agreed Key Performance Indicators (KPIs).
- Undertake training as directed.
- Always represent SYC in a professional and ethical manner consistent with Our Purpose.
- Conduct any other duties that may reasonably be expected of you from time to time.

## **KRA 2 – Compliance**

- Always operate, comply, and behave in a manner consistent with both the letter and the intent of:
  - SYC's policies and procedures, including but not limited to:
    - Code of Conduct
    - Privacy Policy
    - Keeping Children and Young People Safe Policy
    - Sexual Harassment Prevention Policy
    - Acceptable Use of Technology Facilities Procedure; and
    - Social Media Policy.
  - all relevant quality systems as amended from time to time; and
  - all relevant contracts, agreements, standards, legislation and regulations.
- Uphold the principles of SYC's Valuing Diversity and Equal Opportunity policies and encourage a work environment that is:
  - conducive to the acceptance and implementation of workplace diversity
  - free from discrimination and harassment; and
  - respectful of each individual regardless of gender, gender identity, classification, background, qualifications, skills or other characteristics.
- Support workplace gender equality by treating everyone equally and fairly.

## **KRA 3 – Safety**

### **Employee Responsibilities:**

- Take reasonable care for your own safety.
- Act in a manner that does not place your own health and safety or that of others at risk.
- Comply with all health and safety and injury management legislative requirements.
- Comply with SYC Health, Safety and Environmental policies and procedures.
- Report all hazards, incidents, injuries, unsafe acts or conditions in line with SYC procedures.
- Comply with any reasonable instruction.
- Cooperate with measures introduced in the interests of workplace health and safety.



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- Participate in any health and safety training allocated and follow the instruction and advice provided.
- Correctly use any personal protective equipment and safety devices provided.
- Do not intentionally or recklessly misuse or interfere with anything that has been provided for health and safety reasons.
- Undertake only those tasks for which you have been authorised and/or received the necessary training and for which all necessary safety arrangements are in place.

# Competency Profile



## **Qualifications and Experience**

- Previous experience in an administrative role is highly desirable.
- Previous experience in recruitment / Human Resources administration is desirable.
- Tertiary qualifications in Human Resources or currently working towards same is desirable.

## **Skills and Knowledge**

Able to demonstrate the following skills:

- Time management and organisation skills, able to plan, prioritise and achieve outcomes and successfully meet deadlines.
- Learn and apply, in a timely manner, new job-related information that may vary in complexity, taking continual action to improve personal capability.
- Work both autonomously, as well as an effective team member with a willingness to collaborate and share information with others.
- Communication:
  - Written and verbal communication skills, including the ability to answer telephones, draft emails, recruitment requests and advertisements, attending to detail and producing accurate work.
  - Convey information clearly and accurately and in a manner easily understood.
  - Able to ask questions and seek further information where required.
  - Active listening skills to understand customer requirements, anticipate and provide solutions to their needs and by giving high priority to their satisfaction.
  - Able to build and maintain positive working relationships with internal and external stakeholders, including managers and peers.
- Interpersonal, conflict resolution and negotiation skills along with the ability to identify innovative and lateral solutions to problems.
- Computer literacy including the use of Office365 software, particularly Word and Excel is desirable.

Able to demonstrate knowledge and/or awareness of:

- Recruitment processes and practices (desirable).

## **Key Attributes**

- Demonstrates honesty, integrity, and a high level of confidentiality.
- Customer focussed, self-motivated with a 'can do' attitude.
- Engaging and enthusiastic phone manner.
- Able to handle workplace pressure in a way that maintains stable performance and workplace morale.
- Able to maintain reasonable levels of energy and to be efficiently productive over extended periods when necessary.

## **Special Requirements / Conditions:**

- To hold and maintain the applicable state clearance to work with children is an essential requirement for this role and continued employment with SYC.
- Willing to undergo a National Criminal History Check (National Police Check) is essential.
- Possession of a current valid Driver's Licence and willingness to drive is essential.
- Prepared to work from, or be located at, any SYC site is required.