

**Position details**

<b>Title of Position:</b>	People Support Coordinator
<b>Reports to (position title):</b>	Manager People Partnering
<b>Division:</b>	Capability
<b>Function:</b>	People Partnering
<b>Number of Direct Reports:</b>	N/A
<b>Grade:</b>	3

**Health, Safety & Wellbeing**

*ElectraNet is committed to co-creating a workplace of choice and enriching the communities in which we operate.*

As an industry leader, ElectraNet is at the forefront of the clean energy transition. We are socially and environmentally ambitious, and our continued commitment to developing, operating and maintaining our network in a way that creates opportunities for people and nature to thrive is essential to achieving our vision of energising South Australia's Clean Energy future.

Our commitment also drives our focus to create a physical and psychosocial environment that supports the health, safety and wellbeing of our people.

We all contribute to ElectraNet's workplace culture and have a duty of care to ourselves and one another to work safely, assess and manage risk, courageously speak up and promptly report any unsafe working practices, hazardous working conditions or security threats and to collectively learn and grow from every opportunity.

**Position Overview**

Working under general supervision the People Support Coordinator is responsible for the provision of high-quality human resource administrative advice and support on routine people related matters. They will support the people partnering team in the administration a broad range of people related activities including resource planning, onboarding, performance management, employee development, and provision and maintenance of quality people data. In addition, the People Support Coordinator will contribute to a range of people-related projects.

Success in this role is characterised by the efficient and timely delivery of high quality, service-orientated advice and support that guides Team Members and leaders in achieving best-for-business outcomes. The People Support Coordinator brings strong systems capability to HR support work, with a focus on streamlining and standardising our processes to improve efficiency and consistency.

**Key Responsibilities**

Working under general supervision, within established frameworks and with guidance from the broader People Team, you will be responsible for delivering professional operational advice and maintenance of people related data and documentation across all areas of human resources.

**Operational & Technical**

**Employee Support & Coordination:**

- Act as the first point of contact for employees and managers on routine people-related queries,
- Deliver and maintain end to end administration across the employment lifecycle through preparation of relevant letters and documentation, ensuring accuracy, timeliness and compliance.
- Provide timely advice on standard people policy, processes with a service-oriented approach.
- Triage enquiries and escalate complex, sensitive or non-routine matters to People Partners as appropriate.
- Engage with leaders and new team members to provide practical guidance and support throughout the onboarding journey, ensuring a smooth streamlined onboarding experience.
- Facilitate and support the coordination of employee visa related queries and activity, acting as a conduit between employees and external or internal stakeholders.

**HR Data & Reporting:**

- Maintain accurate position data in SuccessFactors to support recruitment, workforce and people initiatives such as annual resource planning and reclassifications, general recruitment requisitions, employment variations and offboarding activities.
- Administer and support the development, preparation and analysis of basic people reports, dashboards, developing an understanding of how to interpret for business impact and decision making.
- Contribute to the identification, development and implementation of new technologies that support the digitisation of human resource practises and services to improve the user experience and create efficiencies.
- Make recommendations to support the continual improvement of HR systems, procedures, and processes.

**People Team Support:**

- Support, administer and maintain a register in support of job design activities including position description development and job evaluation, in accordance with established frameworks (ElectraNet Enterprise Agreement and Mercer).
- For routine employee matters on performance and grievances provide advice in line with policy or process and provide support in administrative off-boarding activities.
- As required from time to time, support the Recruitment Advisor with recruitment activities.
- Coordinate and facilitate people-related events such as corporate inductions. At times represent ElectraNet at external events.
- Proactively collaborate with the broader people team, to share knowledge and ensure consistency in service delivery across the business.
- Actively develop an understanding of the workforce strategy and organisational design principals to support informed, meaningful contributions to the people initiatives and projects.

**Behavioural**

- Build and maintain strong working relationships with and between internal and external stakeholders, delivering a high level of customer service.
- Create and develop a respectful workplace environment that values cultural diversity, innovation, open discussion and cross functional collaboration to help drive high performance.
- Lead by example; role model desired behaviour and priorities, demonstrate personal accountability for self-development and for achieving quality and timely result.
- Demonstrate behaviour that is consistent with ElectraNet's values, Code of Conduct and Acceptable Use of Technology Resources Policy while performing the role in a professional and ethical manner.
- Promote safe work practises that support the safety of all workers and the security of ElectraNet's assets, proactively reporting safety incidents, near misses and security threats.

**Significant Working Relationships**

- ElectraNet Team Members and Leaders
- Capability division team members
- External applicants, contractors and service providers

**Equipment & Technology Used**

- Microsoft Office suite of products
- Financial and Human Resource management system (SAP, SuccessFactors and Concur)
- SharePoint based Intranet (known internally as Maxwell)

**Selection Criteria****Knowledge & Experience****Essential**

- Exposure in a practical working environment of end-to-end employee lifecycle management and broader HR operations. (as a guide, 3+ years)
- Experience using HR systems (SuccessFactors or similar)
- Demonstrated positive and flexible attitude with a willingness to take on a wide range of diverse tasks and adjust to competing priorities.
- Developing knowledge and application of contemporary human resource practice and relevant legislation and industrial frameworks.
- A proactive professional with strong interpersonal skills and a customer-focused approach able to forge strong working relationships with a broad range of people.
- Strong work ethic with the ability to act decisively and initiate urgent action to overcome problems, to deliver value and provide customer-orientated solutions.
- Strong planning and organisational management skills supported by strong written and oral communication skills.
- Proven continuous improvement focus and willingness to challenge the status quo.
- Proven ability to use tact and discretion in dealing with sensitive and confidential matters.
- Demonstrated experience successfully prioritising and managing work tasks and deliverables.
- Flexible approach to working hours and after-hours commitments

### Desirable

- Demonstrated experience in a similar role, providing high-level support within a fast-paced, customer-orientated, corporate environment (as a guide, 3 + years).
- Experience supporting the development of reporting and working with people data.
- Developing knowledge and practical application of Employee Relations and Industrial requirements

### Qualifications

- Qualifications in Human Resources, Business Management, Psychology, or working or other relevant discipline or evidence of working towards.
- Mercer Job Evaluation Training (desirable)

### Background Checks

- Pre-employment checks, including background and security checks (such as global criminal checks) are required for this position, completed prior to commencement and repeated on a regular basis after appointment.

**NOTE:** Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.