



## HR Team Administrator | Success Profile

### Role details

**Reports to, Meliorist & Director**

**Based in, Toowoomba, online and occasional travel to client site**

### Overview

This Success Profile details the requirements for success and the conduct needed to uphold the role of HR Team Administrator. This document is valid for 12 months and is intended to convey concisely the areas of focus and accountability for the year ahead, 2022/3.

At the core of success is understanding the purpose of your role, your circle of influence, the attributes needed to execute your role and the behaviours required. These are separate sections of this document and paint a picture of holistic performance and skills that will equip you to achieve your measurable objectives in 2022/3.

### Role Purpose

The role of the HR Team Administrator exists to support the Director and work both collaboratively and independently to achieve project and client engagement outcomes. Taking ownership of your work program through to completion, developing proficiency in administration and support tasks and building professional relationships are essential to your success.

The HR Team Administrator has performance accountability in the following areas:

- ☺ Projects - manage Workforce Positive internal projects to improve business processes, leverage growth opportunities and create brand momentum
- ☺ Client engagements – support client engagements by completing allocated responsibilities from the Client Delivery Process and Client Project Plan
- ☺ Project & diary scheduling – scheduling projects and client engagements in accordance with the project plan and managing your own and the Director's diary
- ☺ First Point of Contact – being the first point of contact for email enquiries to the Director and managing email in line with agreed processes.
- ☺ Closing the loop – ensuring that open tasks and the 'to-do' list of the Director are managed and closed out, assisting where possible.





### Circle of Influence

The HR Team Administrator has a big impact on this small business! Your circle of influence is the Director, HR Services Team, and Clients. The energy that you bring makes a difference in the quality of service, engagement, and outcomes for everyone around you.

The HR Team Administrator builds and maintains the following internal and external relationships.

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> <li>☺ Director</li> <li>☺ Human Resources Specialist</li> <li>☺ HR Services Interns</li> <li>☺ Client Experience Specialist</li> </ul>	<ul style="list-style-type: none"> <li>☺ Clients</li> <li>☺ Suppliers</li> </ul>

### Attributes

The HR Team Administrator utilises and further develops the following attributes that create their pathway to success in the role.

- ☺ Planner -you make plans for everything you do, covering all eventualities.
- ☺ Personal Responsibility - you take ownership of your decisions and hold yourself accountable for your promises.
- ☺ Time Optimiser - you maximise your time, to get the most out of whatever time you have available.
- ☺ Service - you are constantly looking for ways to help and serve others.
- ☺ Rapport Builder - you establish rapport and relationships with others quickly and easily.
- ☺ Pride - you strive to produce work that is of the highest standard and quality.
- ☺ Improver - you constantly look for better ways of doing things and how things can be improved.
- ☺ Growth - you are always looking for ways to grow and develop, whatever you are doing.





## Values-led Culture

This section of your Success Profile is the requirement to uphold and role model Workforce Positive's Values. No achievement can be considered a success if we have not upheld our own standard of conduct. This belief is at the foundation of our business and is non-negotiable.

The HR Team Administrator demonstrates behaviour and conduct that exemplifies the Values of Workforce Positive. Honouring the Values in day-to-day activities elevates Workforce Positive's workplace culture and our business relationships.

Value	Behaviours
Partnership	<p>We form an alliance with our clients and seek to overcome the same obstacles. As partners, we develop a deep understanding of your goals, values, challenges, and enterprise operating environment. We are invested in your positive outcomes and celebrate them as we would our own.</p> <p>We measure ourselves on the enduring relationships we create with clients over years of business engagements. We pick up where we leave off and will stay with you through your challenges and wins.</p>
Passion	<p>HR is the profession we choose and have committed our career to. We intuitively drive towards positive outcomes for our clients through personal connection to what we deliver and our impact on their business lives.</p> <p>We support each other as a team and collectively serve our clients. Together we are curious, constantly seeking new information and approaches to challenge the status quo.</p>
Value	<p>We add tangible and intangible value to our clients, business partners and colleagues.</p> <p>Tangible value takes the form of tailored resources and assets that are co-designed with clients in response to their proactive and reactive HR needs and strategies. As a partner, we provide intangible value by relieving business owner stress and risk prevention for HR and employment matters.</p>



# WORKFORCE POSITIVE

CHANNELLING HUMAN ENERGY

<p>Knowledge</p>	<p>To achieve effective human resource management, we cultivate knowledge in both industrial relations compliance and human behaviour. We seek relevant and real-time best practice examples in addition to technical understanding to continually prioritise and improve our shared knowledge base.</p> <p>We add value to our clients by applying this knowledge and experience to navigate the complex industrial relations system and employment landscape of Australia – which, on a global scale, is arguably the most complex.</p> <p>We manage interpersonal complexity, conflict, and employee engagement by applying our extensive experience and qualifications to each clients' unique workforce dynamics.</p>
<p>Fit-for-purpose</p>	<p>We are driven to achieve the objectives and vision of our clients. When clients engage us, they have a sense of what they would like to change or achieve. Our goal is to take them on a journey towards that vision.</p> <p>To ensure clarity and client transparency, a clear scope and project delivery is detailed. We explore both the finer details and the bigger picture to ensure we deliver solutions that are meaningful and fit-for-purpose.</p>

## Priorities

To achieve the strategic plan of Workforce Positive activity must be prioritised to ensure the many daily tasks do not become distractions to the overall goals of the business. In the 2021 year the HR Team Administrator will focus on the below projects and measurable objectives.

- 🕒 **Establishing working relationships**
- 🕒 **Developing work procedures for the HR Team Administrator role**
- 🕒 **Client Onboarding process**
- 🕒 **Project Scheduling**
- 🕒 **Client Delivery Processes**
- 🕒 **Client Engagements**

