

POSITION DESCRIPTION

JOB TITLE	HR Officer
BUSINESS UNIT	Corporate Services
REPORTING TO	Head of People, Culture & Governance
LOCATION	Armidale
AWARD COVERAGE	Clerks - Private Sector Award 2020
DATE	September 2026
JOB CODE	CS12

PURPOSE OF THE POSITION

The HR Officer contributes to the efficient, accurate and compliant delivery of HR administration services across UNE Life. Working under the guidance of the People, Culture team, the role supports core HR operations including recruitment administration, onboarding/offboarding, HR systems and records management, payroll administration support, training and development coordination (including ownership of the training register), staff engagement activities and continuous improvement of HR policy and procedures.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 focus areas, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering.

- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Life Healthcare Centre and other health services/programs.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

HR administration & customer service

1. Provide accurate, timely and confidential HR administrative support and a customer-focused service to stakeholders across UNE Life.

Recruitment & onboarding coordination (administrative)

2. Coordinate end-to-end recruitment administration and onboarding logistics, ensuring records and pre-employment checks are completed in line with process.

Payroll support (administration under direction)

3. Assist with payroll processing and associated administration tasks, maintaining accuracy and meeting payroll timeframes.

HR systems, data integrity & records governance

4. Maintain accurate employee data and files in HR and payroll systems, and manage HR records in line with UNE Life's record-keeping requirements.

Training & development coordination

5. Maintain UNE Life's training register (mandatory and role-based), coordinate induction/training logistics, track completion evidence and follow-up actions, and provide routine reporting under direction.



Staff engagement support

6. Support staff engagement activities (e.g., surveys, action registers, initiatives) and co-facilitate sessions (e.g., induction, briefings, workshops/focus groups) using approved materials and agendas.

Continuous improvement & projects

7. Contribute to improving HR administrative processes, templates and procedures, and participate in HR projects as directed.

Note: It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.

KEY RESPONSIBILITIES

(shared responsibility for all)

5.1 HR administration (employee lifecycle)

- Provide day-to-day HR administration support including preparing letters/templates and maintaining employee files.
- Coordinate onboarding/offboarding administration (checklists, system access requests, documentation collation and filing).
- Support accurate administration of employee benefits and related employment records (as applicable).
- Maintain strict confidentiality and apply appropriate discretion when handling sensitive information; escalate issues outside role scope.

5.2 Recruitment administration

- Coordinate recruitment administration including advertising support, scheduling, candidate communication, and maintaining recruitment records.
- Coordinate pre-employment checks and documentation capture (e.g., right to work, qualifications, licences, referee checks) in line with UNE Life processes.
- Prepare interview packs and support consistent, fair and privacy-compliant recruitment administration.

5.3 Payroll support (as directed)

- Assist with payroll processing tasks and associated administration, including data entry and documentation checks.
- Support pay-related record maintenance including leave adjustments, allowances, and superannuation administration (as applicable), in accordance with approved processes.



- Identify anomalies/exceptions and promptly escalate potential payroll or compliance risks.

5.4 HR systems, reporting & records management

- Maintain accurate employee records in HR/payroll systems, with strong attention to detail and version control.
- Undertake filing, archiving and storage of HR documentation in accordance with UNE Life's Record Management Policy and Procedure.
- Produce routine reports and undertake basic data checks (e.g., starters/leavers, training completion, leave balance snapshots) as directed.

5.5 Training & development

- Maintain the training register (mandatory and role-based), including evidence of completion and data integrity.
- Coordinate training administration (bookings, calendar management, attendance records, reminders, and completion follow-ups).
- Coordinate induction administration and support induction delivery; co-facilitate sessions as required using approved content, in partnership with the People, Culture team and relevant subject matter experts.
- Prepare routine training compliance updates for review (e.g., monthly status report and exceptions list).

5.6 Staff engagement

- Support administration of engagement surveys (distribution lists, communications, reminders and collation as directed).
- Assist with coordination of engagement initiatives/events and capture feedback for continuous improvement.
- Draft routine internal people communications using approved templates for Manager review.

5.7 Performance & probation cycle administration (support)

- Coordinate administration for probation reviews and performance review cycles (scheduling, templates, completion tracking and filing), as directed.
- Maintain registers/checklists to support completion and document control.

5.8 Projects & continuous improvement

- Assist with the development, maintenance and continuous improvement of HR operational procedures, checklists and templates.
- Participate in HR projects and improvement initiatives as directed.



TEAM MEMBER EXPECTATIONS (VALUES-BASED BEHAVIOURS)

- Demonstrates confidentiality, integrity and sound judgement in handling personal and payroll information.
- Communicates clearly and respectfully with a diverse workforce.
- Works collaboratively and proactively in a small team; supports peak periods and shared deadlines.
- Applies a continuous improvement mindset, identifies inefficiencies, suggests practical solutions, and follows agreed processes.
- Promotes and role-models UNE Life values and professional conduct standards.

KEY RELATIONSHIPS

Direct Reports:

- N/A

External Stakeholders

- Training providers (as required)
- Recruitment platforms/providers (as required)
- Superannuation/benefits providers (as required, under direction)

Internal Stakeholders:

- UNE Life Colleagues

SELECTION CRITERIA

Essential

1. Relevant qualification and/or equivalent experience in HR administration and/or payroll support.
2. Demonstrated experience supporting a range of HR functions with the ability to follow policies, procedures and relevant workplace requirements.
3. Strong systems capability (HRIS/payroll systems; MS Word/Excel) with high accuracy and attention to detail.
4. Proven ability to prioritise tasks, manage competing deadlines and maintain quality during peak periods (e.g., payroll).
5. Demonstrated ability to exercise judgement and maintain confidentiality and privacy.
6. Strong interpersonal skills and ability to build productive working relationships.
7. Demonstrated ability to maintain a training register, follow up completions and provide compliance status reporting.



8. Confidence to co-facilitate group sessions (e.g., induction, briefings, workshops/focus groups) in a professional manner using approved materials.

Desirable

9. Experience in a multi-site and/or multi-award environment.
10. Experience in engagement survey administration and maintaining action registers.
11. Demonstrated contribution to improving administrative processes (templates, registers, document control).

Special requirements

12. Willingness and ability to be flexible in duties and hours to meet operational and payroll deadlines.
13. Current driver licence and ability to travel between sites as required.
14. Satisfactory pre-employment checks as required by UNE Life (role-specific).

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

