


POSITION DESCRIPTION

JOB TITLE	Coordinator – People and Culture	
REPORTS TO	Manager – People and Culture	
DATE	April 2026	
CONTRACT TYPE	Full-time Fixed-term contract / 4 days a week in the office.	
CLASSIFICATION LEVEL	Grade 5	
ORGANISATIONAL CONTEXT		
<p>Our employees are supported to utilise the breadth of their skills and expertise in achieving the organisation’s goals.</p> <p>Our employees are community focussed, embrace change, are agile and are solution focused.</p> <p>Our employees are committed to our organisational values that guide our decision making and behaviours.</p>		
POSITION OBJECTIVE		
<p>Coordinate and deliver effective People and Culture (P&C) operational services across the employee lifecycle, providing first-level advice, administrative support, and systems assistance to managers and employees. Support a positive employee experience through timely coordination, accurate record management, problem solving, and the consistent application of P&C policies, processes, and compliance requirements. Contribute to the continuous improvement of P&C operations, systems, and service delivery.</p>		
KEY STAKEHOLDERS		
External Stakeholders	Internal Stakeholders	Individual Teams
<p>HR system providers (ConnX, Meridian, LMS providers)</p> <p>Legal advisers</p> <p>Recruitment agencies</p> <p>Building management</p> <p>Payroll and benefits providers</p> <p>Insurance providers</p>	<p>Senior Leaders and Managers</p> <p>People and Culture team</p> <p>Payroll</p> <p>Team Administrators</p>	<p>All teams across WentWest, as required</p>

KEY RESPONSIBILITIES

- Coordinate end-to-end People and Culture operational processes, onboarding, employee changes and offboarding to ensure accurate, timely and compliant outcomes and a positive employee experience.
- Coordinate employee lifecycle administration activities including probation reviews, contract variations, leave documentation and employment confirmations.
- Coordinate and maintain employee records, HR systems and data integrity, ensuring compliance with privacy, records management and audit requirements.
- Provide first-level advice and guidance to managers and employees on People and Culture policies, procedures and systems, escalating complex matters to the P&C Manager as required.
- Respond to People and Culture enquiries in a timely, professional and customer-focused manner, ensuring accurate information and effective issue resolution.
- Prepare and maintain People and Culture documentation, templates and correspondence, including employment contracts, letters and employee communications.
- Support as required the Recruitment Specialist in coordinating end-to-end recruitment activities, including scheduling, documentation, system updates and candidate communications.
- Coordinate employee establishment and termination processes including employee commencements, changes and terminations to ensure accurate payroll processing and record management.
- Support WHS administrative processes including meeting coordination, documentation management, evacuation registers and compliance tracking in accordance with the WHS framework.
- Liaise with system providers, and other external stakeholders to support People and Culture operations.
- Prepare routine People and Culture reports and metrics including workforce data, dashboards, organisational charts and compliance reporting to support decision-making.
- Contribute to the continuous improvement of People and Culture systems and processes by identifying inefficiencies, coordinating updates, and supporting testing, training and implementation activities.
- Build and maintain effective working relationships with managers, employees and key stakeholders to support effective People and Culture service delivery.
- Handle sensitive and confidential employee information with discretion and professionalism.
- Support and help maintain a positive office environment, recognising that the quality of the workplace impacts staff wellbeing, experience and effectiveness.
- Supporting office maintenance matters and liaising with facilities and building management as required
- Reception back-up in Receptionist absences and as required
- Provide general administration support to the team.

Other Responsibilities

- Fulfil additional tasks as reasonably requested, adhering to the broader organisational goals and directives
- Uphold 'best practice' standards in all areas of responsibility, ensuring excellence and efficiency
- Abide by all organisational policies and procedures, contributing to a culture of compliance and integrity
- Prioritise safety of yourself and others in accordance with WentWest's Workplace Health and Safety (WHS) policies and the Workplace Health and Safety Act 2011

Culture - Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the WentWest Code of Conduct.

Finance and Resources - Manage allocated finance and resources efficiently and effectively in accordance with the WentWest Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, corporate records, intellectual property and personnel records and include the correct retention of data and records.

WentWest is an evolving organisation of continual improvement. The role scope described is intended as a guide to the responsibilities.

ADDITIONAL REQUIREMENTS AND TRAVEL REQUIRED

- Occasional travel across Western Sydney to fulfil the requirements of the role
- Some out of hours work on evenings and weekends will be required for events, meetings or conferences etc.

Note: Out of hours work should be managed in accordance with WentWest's Flexible Work Policy and employees' hours should be adjusted flexibly to accommodate hours worked outside of core business.

MANAGEMENT SYSTEM – QUALITY AND INFORMATION SECURITY

- Ongoing compliance with WentWest management system requirements
- Responsible for ensuring that all documents that are part of the WentWest management system and assigned to this position are reviewed and updated in accordance with the Control of Documents and Records Policy
- Actively participate in quality improvement initiatives within their teams and across the organisation
- Ongoing compliance with WentWest's Information Security Policy and the information security components of the WentWest Management System.

QUALIFICATIONS

- Tertiary qualification in Human Resources

SKILLS AND EXPERIENCE

Essential

- 2- 3 years' experience in a Human Resources role.
- Sound knowledge of employee lifecycle processes including recruitment, onboarding, employee changes and offboarding.
- Experience providing first-level HR advice and support to managers and employees. Strong administrative, organisational and time management skills with high attention to detail.
- Proven ability to work effectively in a fast-paced environment while managing competing priorities and deadlines Experience maintaining HR systems, employee records and confidential information.
- Some knowledge of employment legislation.
- Experience preparing HR documentation, reports and correspondence.
- Well-developed communication and stakeholder engagement skills.
- Proficiency in Microsoft Office and HR information systems.

Desirable

- Experience working in a complex, regulated or not-for-profit environment
- Exposure to WHS or payroll coordination activities

PRE-APPOINTMENT REQUIREMENTS

- Right to work in Australia documents (Passport or Birth Certificate with 100 points of ID)
- Certification of any tertiary qualifications and professional memberships
- National Police check completed in the last six months

WENTWEST VALUES - behaviours and ways of working the organisation sees as critical

Display an attitude and behave in a manner that is in keeping with our Core Values and through own behaviour and through effective implementation of a positive team-based culture.

Creativity – challenge convention

Leadership – inspire action

Equity – actively overcome barriers

Excellence – be the best we can be

Respect – understand others