

# Position Description

<b>Position title:</b>	Senior People & Culture Coordinator
<b>Department:</b>	People and Culture
<b>Employment type:</b>	Full time
<b>Reports To:</b>	P&C Business Partner
<b>Position Reports:</b>	N/A
<b>Position Contact:</b>	Jane Smith

## About the organisation

.au Domain Administration (auDA) is the administrator of the .au domain name system (DNS), which is Australian critical infrastructure relied on by internet users in Australia and around the world. We are a not-for-profit endorsed by the Federal Government.

Our purpose is to administer a trusted .au domain for the benefit of all Australians and champion an open, free, secure and global internet.

We support the needs of Australian internet users by:

- Delivering a stable, secure and reliable .au DNS
- Implementing .au policy rules that are transparent, responsive and efficient
- Investing in the Australian internet ecosystem to improve the utility of the .au domain.

We also participate in global internet governance processes. Through our work, we strive to uphold the multi-stakeholder model of internet governance and the social and economic benefits that flow from it.

Further information about auDA is available at [www.auda.org.au](http://www.auda.org.au).

## Our Values

### Contribute: Locally & Globally

We serve all Australians and global internet users.

### Better Together

We collaborate and work together as one auDA.

### Strive For Excellence

We deliver value. On time, every time.



## Role Purpose

The Senior P&C Co-ordinator is an important role for the People & Culture team.

The role will also actively support the ongoing development of an organisational culture that embodies auDA's values and promotes a positive and safe environment for staff.

## Key accountabilities

### *Administrative support and P&C reporting*

- Provide a high level of administrative support to the P&C team
- Provide P&C data for Board and sub-committee reports
- Assisting with the development & review of auDA policies and procedures
- Maintaining up to date P&C files on the ESS including staff contacts, seating plans, organisational charts, policies and position descriptions
- Providing administrative support to various P&C projects and initiatives
- Support the production and co-ordination of People and Culture team with Committee papers
- Reconciliation of monthly expenses and corporate credit cards
- Managing parental leave process
- Managing International SOS briefing process for international travellers
- Support recruitment processes, including co-ordination with a recruitment agency, scheduling interviews, completing the checklist to finalise the recruitment process for a particular role
- Coordinate key stages of the employee lifecycle, including onboarding, status changes, and offboarding
- Managing the offer communications with the required approvals from the CEO, using the HRIS to track the process
- Providing support for the annual intern campaign.

### *Employee relations*

- Managing the timelines and communications for probation periods
- Sensitively and confidentially handle the escalation of employee complaints and grievances.



## Culture & Engagement

- Contributing to the development and maintenance of a supportive and culturally safe workplace
- Supporting initiatives that promote employee wellbeing and engagement.
- Being the contact point for arranging wellbeing sessions
- Displaying expected ethical and moral behaviour as outlined in the auDA Code of Conduct.

## Other P&C Tasks

- Supporting with training and development processes and initiatives including reporting
- Supporting workplace, health and safety requirements as needed
- Supporting the ongoing implementation and use of the HRIS – Employment Hero
- Ensuring data accuracy and integrity within the HRIS
- Support for Public Benefit team and data entry into the GivingData grant management platform
- Complying with Privacy law and ISO27001 in terms of personal identifier information
- Supporting other P&C initiatives and projects within skill set and development.

## Key selection criteria

- Demonstrated ability and agility to anticipate needs, think critically and provide solutions with a high level of professionalism and confidentiality
- Proven high level administrative and organisational skills and the ability to maintain a realistic balance among multiple competing priorities
- Appreciation of contemporary human resource management theory, principles and practice.
- Demonstrated ability to achieve performance goals and meet deadlines
- Conceptual and analytical thinking, including an ability to make sense of diverse sources of information
- Demonstrated ability to exercise good judgement in a variety of situations with strong written and verbal communications
- Exercise complete discretion and confidentiality at all times
- Proven time and project management skills
- A high level of attention to detail, and ability to meet expectations in a timely manner



- Demonstrated initiative and willingness to act proactively when required
- A demonstrated willingness to be a resourceful team player
- Demonstrated ability to build and maintain effective professional working relationships
- High degree of proficiency in Microsoft Office suite (particularly Word, Excel, Outlook and PowerPoint).

## Qualifications and experience

- 5 years of experience in P&C, preferably with some experience in the technology sector
- Foundational understanding of employment legislation
- Experience managing diary and travel commitments desirable
- Experience with Employment Hero HRIS desirable
- Excellent verbal and written communication skills
- Comfort in working autonomously, exercising, and navigating to resolve problems.

## Important Information

### Background checks

A National Police Check, Right to Work and bankruptcy will be conducted as part of the recruitment process. An *AusCheck Critical Infrastructure Background Check* may also need to be conducted. Where applicable, international background checks may also be required.

### Privacy collection information

.au Domain Administration Limited ACN 079 009 340 collects your personal information for the purpose of assessing and responding to your application. All personal information is collected in accordance with the *Privacy Act 1998* (Cth) and our [Privacy Policy](#).

We, or our third-party tools or platforms, may disclose some of your personal and sensitive information to our payroll, invoicing and data storage and records management services located overseas, including in the USA, United Kingdom, New Zealand, Singapore, Malaysia, Vietnam, and the Philippines. You agree to this disclosure and acknowledge that such recipients may use de-identified employee data for that recipient's commercial purposes. We will ensure that all arrangements with third party tools or platforms or third-party service providers will contain appropriate controls (which may be contractual or operational) to protect your personal information.



If you have any questions or would like to access your personal information held by auDA, please contact us at [privacy@auda.org.au](mailto:privacy@auda.org.au).

## **Occupational Health and Safety**

In the context of OHS policies, procedures, training and instruction, as detailed in Section 25 of the *Occupational Health and Safety Act 2004* (Vic), employees are responsible for ensuring they:

- Follow reasonable instruction
- Cooperate with their employer
- At all times, take reasonable care for the safety of themselves and others in the workplace.

## **Flexible working arrangements**

We believe in supporting our employees in balancing their work and life commitments. All roles at auDA can be worked flexibly by mutual agreement. This underpins a diverse, adaptive and high-performing workforce. The nature and scope of flexible options available will depend on the nature of the position. Applicants are encouraged to discuss flexible arrangements with the hiring manager during the recruitment process.

Please note that the role may require you to work the hours which are reasonably necessary to fulfil the requirements of the position, or as required by auDA, including monitoring, reading and responding to business-related communications from auDA or customers outside of usual office hours, where reasonable. The remuneration for this role includes compensation for all hours you would be required to work, including reasonable availability out of hours

## **Last Updated**

16 May 2025