



Title	People, Culture and Capability Coordinator		
Department	Finance & Corporate Services	Team	People, Culture & Capability
Reports to	People & Culture Partner		
Direct reports	Nil		
Date Prepared	March 2025		

Position Summary

The People, Culture & Capability (PCC) Coordinator is responsible as the first point of contact for all PCC general enquiries. The role supports the PCC team and internal customers by providing generalist advice and project support across the employee lifecycle including but not limited to recruitment, onboarding, performance and development, policy and compliance.

Accountabilities

PCC Service Delivery

General

- Manage the HR Connect and Learning email inbox, respond to general PCC enquiries and provide basic training to employees on systems and processes where required.
- Provide timely policy advice and guidance to managers and team members by interpreting relevant legislation and awards.
- Provide active support to the design, review and development of PCC policies, processes and procedures.

Performance and Development Cycle

- Assist with EWON's performance and development cycle to ensure that the process runs smoothly.

Contracts and Employee Details

- Draft contracts, contract variations and other employee correspondence
- Monitor contract end dates and contract variation end dates and action appropriately with leaders and payroll.
- Ensure employee details in all PCC systems are up to date, including changes to employment terms.

Parental Leave

- Coordinate the parental leave process, including confirming leave dates, arrange keeping in touch dates and managing the return-to-work process.

Exits

- Coordinate all aspects of staff exits including final pay, return of EWON property, farewell arrangements and exit surveys/interviews.

Recruitment & New Starters

Recruitment

- Maintain the end-to-end recruitment process including obtaining recruitment approvals, advertising positions on various recruitment platforms, assessing candidate applications, scheduling interviews, sitting on interview panel, processing employment checks and sending letters of offers.
- Manage recruitment enquiries records and relevant correspondence to ensure stakeholders are abreast of recruitment activities and status.

New Starters

- Administer documentation of employment contracts and ensure documentation is filed appropriately.
- Coordinate new employee set up including IT systems access, office access, organisational chart, mailing lists and meeting invitations.
- Collect and follow-up on probation reviews prior to the probation end date.
- Collect Flexible Working Arrangements and related working from home documentation
- Organise new starter onboarding and orientation schedules and set new employees up in EWON Learning for orientation training modules

Learning and Capability

- Provide coordination and support to organisational development cycles including learning needs analysis, employee engagement cycles and other developmental initiatives
- Support the development and administration of the EWON Training calendar ensuring compliance training is completed on time
- Assist with administration of the LMS
- Coordinate onboarding and orientation schedules for new employees
- Support learning and capability projects as necessary

Wellbeing and WHS

- Lead the roll out of the wellbeing program including quarterly calendar and management of initiatives on a monthly basis.
- Ensure PCC events are managed including communication, room set up, catering etc.
- Assist with WHS processes and procedures including EAP provider updates

Remuneration and Benefits

- Provide support with EWON's salary review and benchmarking process.
- Arrange service recognition in collaboration with Facilities.

Time Management and Payroll

- Employee changes including pay are communicated accurately to Finance team for payroll purposes. ensuring payroll is informed of and has access to necessary contractual information.
- Where required assist the Finance team with time management and payroll:
 - Ensure queries regarding timesheets, leave balances, pay queries and adjustments have been sent to the Finance Team.
 - Ensure Masterfile data, timesheet data, variable data template and other associated documents are sent to ADP by cut off for payroll processing.
 - Assist with processing payroll by liaising with payroll provider.

Reporting

- Assist in completing the P&C Dashboard by providing relevant PCC data in a timely manner.

- Generate operational reporting including but not limited to annual leave balances, diversity and inclusion data, outreach hours, TOIL balances, demographic reports.
- Analyse feedback and create reports to provide insights on employee onboarding and exit, engagement and performance cycles.

Quality Documentation

- Maintain employee files and other relevant documentation on the PCC Hub (intranet), HR Circuit (HRIS System) and iWorkplace (SharePoint).
- Ensures PCC Systems Guides and processes are continuously up to date.
- Implement a regular cycle of review to ensure PCC information housed on the Hub is curated and up to date

PCC Projects

- Participate in PCC operational and strategic initiatives and projects in line with annual business plan
- Lead operational projects as requested

Compliance & Safety

- Demonstrate an active commitment to WHS and compliance with legislation:
 - Take reasonable care for their own health and safety and others
 - Attend WHS training as required by EWON
 - Complies with any reasonable instructions, policies and procedures given by EWON
- Maintain and update required job specific and specialist knowledge
- Seeks and accepts feedback, coaching and support including participation of required EWON training
- Undertake other tasks as reasonably requested to support business needs, across the Investigations Team and EWON

Key Behavioural Capabilities

Personal Effectiveness	<ul style="list-style-type: none"> • Displays Resilience • Acts with Integrity • Demonstrates accountability • Values Diversity, Equity and Inclusion
Business Results	<ul style="list-style-type: none"> • Delivers Results • Plans and Prioritises • Implements innovative solutions • Demonstrates agility and effective decision making
Relationships	<ul style="list-style-type: none"> • Communicates effectively • Commits to service excellence • Works collaboratively • Influences and negotiates

Qualifications, Skills and Experience

- Relevant tertiary qualifications and/or experience relevant to the position
- Previous experience in a similar role providing operational and project support to a People, Culture and Capability function

- Well developed organisational skills with the ability to plan, prioritise and manage multiple competing tasks
- Excellent written and communication skills with the ability to build and maintain stakeholder relationships
- Proactive, self-motivated and detail-oriented
- Intermediate skills in Microsoft Office suite and experience in using HR Information System, including data entry and reporting

Desirable

- Previous experience in ActionHRM HRIS System