

POSITION:	HR Administrator
CLASSIFICATION:	SCHADS Level 2
REPORTS TO:	Lead HR Systems Advisor
DATE UPDATED:	September 2025

ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers, providing a broad range of support in Homelessness, Family Services, Disability, Early Childhood Intervention Services, Palliative Care, Education and Mental Health service areas.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

DIVERSITY, EQUITY OF ACCESS, AND INCLUSION

MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy On for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQ+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible.

POSITION CONTEXT

The People & Culture (P&C) team provides leadership in the development and provision of HR strategies and practices that position Melbourne City Mission (MCM) as an employer of choice in the sector. The team provides expertise, leadership and support to MCM's operational programs across a range of areas including:

- Industrial/employee relations and enterprise bargaining
- Workforce planning
- Organisational culture
- Legislative compliance and policy development
- Staff attraction and retention
- Coordination of HR information systems and workforce reporting
- Performance management
- Payroll, superannuation and salary packaging administration
- Learning and Development
- Occupational Health and Safety and Workcover

POSITION PURPOSE

The HR Administration Officer is responsible providing effective and timely administration, general HR advise and customer service across the organisation. The incumbent will work collaboratively as part of a dynamic, fast paced People & Culture team and will be committed to working in accordance to MCM values.

POSITION DUTIES AND RESPONSIBILITIES

Recruitment Responsibilities

- Support hiring managers throughout the end-to-end recruitment process in accordance with MCM recruitment policies and procedures.
- Collaborate with hiring managers to draft, post, and review job advertisements for vacant roles, ensuring they remain current and aligned with organisational needs.
- Conduct pre-employment safety screening checks and support the delivery of ongoing HR compliance activities.
- Act as the central point of contact for recruitment-related enquiries, providing guidance to hiring managers on the use of the myHR (HRIS) system and delivering timely, effective solutions.

Onboarding/Offboarding Responsibilities

- Coordinate the preparation and distribution of HR documentation, including employment contracts and other employment-related documentation.
- Manage onboarding and offboarding processes, including setting up new starters in myHR (HRIS) and processing exits in line with MCM procedures.

Other Administrative Responsibilities

- Organise and maintain electronic employee records and information (myHR) to ensure they are accurate and up to date at all times.
- Assist in managing the People inbox and compliance activities
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Head of Human Resources or Lead HR Systems Advisor or delegate.

Generic and Compliance Responsibilities

- Work as a constructive team member, including building and maintaining positive interpersonal relationships.
- Apply the Organisational Commitments and Requirements (detailed below), including Child Safety and Safety of Vulnerable People, Workplace Health and Safety, Operational Accountability, Diversity, Equity of Access and Inclusion, and Position Description Maintenance.
- If approved to work from home, comply with all the requirements in the MCM Working from Home Workstation Self-assessment Checklist.
- Demonstrate MCM's Values (detailed below).
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, relevant service standards, and MCM's Code of Conduct, and MCM's Values.

- Comply with MCM's Employment Safety Screening Procedure.
- Perform other duties and responsibilities within the scope of the employee's skills, competence and training as directed by a person in any more senior role within MCM.

KEY SELECTION CRITERIA

Essential Criteria

- Demonstrated ability to work effectively under pressure and manage high workloads by prioritising tasks to ensure timely completion.
- Strong aptitude for quickly understanding, adopting, and utilising new systems, technologies, and processes.
- Proven ability to interpret, apply, and clearly communicate employment conditions, policies, and relevant legislation.
- Well-developed interpersonal skills, with the ability to build and maintain effective working relationships and collaborate to achieve shared goals.
- Excellent written and verbal communication skills, with the ability to convey information clearly and professionally to diverse audiences.

Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check
- Current Victorian Working with Children Check (Employee)
- Current Victorian Drivers Licence
- Right to work in Australia

Desirable:

- Recruitment and HR administration experience or recent graduate.
- A relevant qualification in HR or related discipline.

POSITION AUTHORITIES

Number of Reports

Direct Reports				Indirect Reports			
Number:	0	FTE:	0	Number:	0	FTE:	0
List Teams / Positions	n/a			List Teams / Positions	n/a		

Expenditure

Operating:	n/a	Capital:	n/a
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Other Authorities

n/a

Supervision or Direction Required

The HR administrator will have general supervision and general direction from the Lead HR Systems Advisor.

Planning

The HR administrator will receive general guidance from the Lead HR systems advisor with the expectation to self-plan day to day priorities.

Freedom to Act

The HR administrator is limited by direction and procedure and can apply knowledge, experience and training within the MCM procedures and policies framework.

Assistance to Higher Level

The HR administrator can provide routine information; advise People Leaders about routine recruitment and myHR system matters.

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples include:

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|-------------------------------|---|
| Internal Relationships | <ul style="list-style-type: none"> • MCM service/program areas • Corporate Services |
| External Relationships | <ul style="list-style-type: none"> • Recruitment and advertising agencies • Safety screening check providers, including Fit2Work and Service Victoria • Job Candidates |

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together	<p>We are inclusive and accepting of difference</p> <p>We work in highly effective teams and our people are connected across our organisation</p> <p>We engage proactively with others to deliver outcomes</p>
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Courageous	<p>We speak up constructively in line with our convictions</p> <p>We pursue our goals with determination</p>
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	We are passionate about our advocacy role
Curious	We are inquisitive and ask why We challenge the status quo We actively explore the alternatives
Open	We are transparent and have genuine, honest interactions We listen and hear people's voices We value and respect the autonomy of clients We trust one another
Accountable	We act safely in all our interactions We manage within our financial and resource boundaries We own our outcomes and decisions We are proud of the work that we do

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:

- Comply with the Child Safe Standards at all times.
- Maintain a safe environment in which children and vulnerable people are safe at all times.
- Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.

Workplace Health & Safety

MCM's has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:

- Comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee's acts or omissions in the workplace.
- Immediately report to MCM any hazards or incidents.

Code of Conduct and Operational Accountability

MCM is committed to operating efficiently and ethically and remaining operationally and financially sustainable. All employees must:

- Operate within the requirements of MCM's accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.

Position Description Maintenance

Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:

- Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions.
- Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements.
- Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure or transition to retirement.