

People and Culture Recruitment and Administration Officer

Cairns, Townsville, or Mackay

About us

Northern Queensland Primary Health Network (NQPHN) is one of 31 regionalised and independent PHNs established nationally by the Commonwealth Department of Health to provide local communities with better access to improved primary healthcare services.

The NQPHN region extends from Moranbah in the south, up to the Torres Strait in the north, and west to Croydon and Kowanyama.

NQPHN aims to improve health outcomes for all residents by supporting, investing in, and working collaboratively with local Hospital and Health Services, the primary healthcare sector, local government areas (LGAs), other health organisations, and the wider community.

Find out more about NQPHN at www.nqphn.com.au

Role-specific

- Use the HRIS online recruitment module to coordinate and administer the recruitment and selection processes and programs, including placement of job advertisements, position descriptions, and preparation of all relevant documentation.
- Assist managers in the implementation of recruitment processes.
- Assist with the amendments to position descriptions and classifications.
- Participate in recruitment selection panels, for roles advertised internally and externally (as required).
- Coordinate the onboarding and induction processes through the HRIS and Learning Management System, ensuring that inductions are completed within the prescribed timelines.
- Assist with the ongoing development and implementation of the NQPHN Induction Program, which includes periodically reviewing the program to ensure that information is accurate and current.
- Support the People and Culture Team with the development, adherence and implementation of the People and Culture Framework/Strategy including, policies and procedures, recruitment, selection and retention systems, training and development plans and performance management systems.
- Develop, maintain, and champion a culture among staff which is open to change and supports continuous quality improvement, collaboration, respect, and accountability.
- Providing support to all People and Culture enquiries received, including email and over the phone.



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



- Support the provision of services that assist staff on legislation, policy, industrial relations, employee relations, related matters.
- Maintain the HRIS and Learning Management System.

Organisation-wide

- Committed to “One PHN” and working collaboratively and engaging purposefully across the organisation, including the offices, teams, and functions.
- Ensure “best practice” processes across all areas of responsibilities.
- Comply with the organisation’s policies and procedures.
- Ensure the safety of yourself and others in line with the organisation’s WHS policies and procedures and the Workplace Health and Safety Act 2011.
- Perform other duties reasonably required as directed.

Key selection criteria

- Ideally you will have a minimum of two years’ exposure and/or experience in recruitment and generalist human resources.
- Demonstrated experience using an HRIS, preferably EmployeeConnect.
- Proven ability to effectively plan, prioritise and manage multiple and competing activities to meet business expectations and deadlines.
- Knowledge of contemporary human resource practices and ability to use that knowledge in developing practical solutions to problems.
- Highly developed communication skills, including the ability to effectively communicate and negotiate in writing and verbally with stakeholders across all levels of the organisation.
- Exposure to operating with confidential information and exercising the highest degree of discretion.
- Demonstrated administrative and organisational skills including proficiency MS Office in particular, Word, Excel, and PowerPoint, EmployeeConnect or similar, and a Learning Management System (Go1).

The Benefits

NQPHN offers a great range of benefits to our employees, including:

- access to generous not for profit salary sacrifice
- access to flexible work arrangements
- annual leave loading
- Employment Assistance Program offered to all staff and family members.

If you are looking for the opportunity to be part of a passionate and driven team and contribute to achieving our mission of ‘Northern Queenslanders live happier, healthier, longer lives,’ we’d love to hear from you.

NQPHN aims to be an employer of choice for Indigenous Australians, and we encourage Aboriginal and Torres Strait Islander people to apply for this role.

For further information on this position and to view the position description, please visit our website: bit.ly/nqphn-vacancies



Your application should include your:

- cover letter including response to the Key Selection Criteria (no more than two pages)
- resume
- salary expectations.

To submit an application for this position, please send your application to recruitment@nqphn.com.au

Applications close Monday 3 July 2023 5pm.