



**Position:** Recruitment Coordinator, APS 5

**Location:** NSW, QLD

**Reporting to:** Senior HR Advisor, Recruitment Business Partner, APS6

**Purpose of position:** Working closely with the recruitment advisors and Business Partners the recruitment Coordinator will support the recruitment team in coordinating administrative, recruitment and onboarding/offboarding processes.

### **Key Accountabilities**

- Managing the Recruitment and HR Services mailbox. Handle and/or refer telephone enquiries regarding recruitment and other employment related services matters
- Scheduling interviews and liaising with Hiring Managers.
- Actively maintain, update and navigate records and data management systems to resolve and process recruitment enquires and requests.
- Provide information and advice on recruitment requests on the respective legislative framework in line with internal process
- Demonstrate accuracy and efficiency, with the ability to prioritise and manage own workload
- Provide high level administration by utilising technology applications and systems confidently to deliver efficient and effective service. Applications include relevant HR Systems, SAP and MS Office/Teams
- Co-ordinating and managing on-boarding and off-boarding processes including contingent workers.
- Provide administrative support services including the processing of documentation associated with new hires within the respective portfolios, good customer service whilst maintaining a high standard of confidentiality and privacy.

### **Essential Requirements**

- Demonstrated experience in recruitment, administration, or similar transactional roles, including the ability to maintain a sustained level of concentration in high volume processing activities to ensure accuracy.
- Developed computer literacy skills, including the capacity to effectively learn and utilise Microsoft Office/Teams and other professional applications.
- Demonstrated organisational skills, including the capability to plan and prioritise work tasks, and manage concurrent activities in order to meet deadlines
- Demonstrated verbal, written and interpersonal communication skills.
- Demonstrated commitment to the provision of focused quality customer service, including identifying needs and managing expectations.
- Problem solving skills, including the capacity to interpret procedures, and exercise initiative, judgement

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and discretion, when appropriate.

- Demonstrated ability to work effectively both independently and collaboratively as part of a team with limited supervision.

**Key Challenges:**

- A key challenge for the recruitment coordinator will be the need to learn new information including policies and procedures in order to provide information and advice as a first level response function and to demonstrate initiative in dealing with new matters in various areas.
- The recruitment coordinator will be challenged by the need to meet competing priorities, which may have a range of deadlines to achieve outcomes without direct supervision. The position holder must have the ability to exercise judgement and discretion while maintaining confidentiality.

**Key Relationships:**

**Internal:** Support to managers and employees in an assigned customer group.

**External:** None

**Location:** Parramatta, Brisbane

**Financial Accountabilities:** Nil

**People Accountabilities:** Nil

**Risk Accountabilities:** Managing highly sensitive and personal information in line with the APS Code of Conduct

**Capabilities for the role:** The APS ILS Framework applies to this position.

**Capability Summary**

Capability	Description	Behaviour Indicators
<b>Supports Strategic Direction</b>		
Supports Shared purpose and direction	Understands and supports the organisation's vision, mission and business objectives. Identifies the relationship between organisational goals and operational tasks. Communicates with others regarding the purpose of their work. Understands and communicates the reasons for decisions and recommendations to others.	Communicates with others regarding the purpose of their work; identifies the relationship between organisational goals and operational tasks. -Understands and supports the organisation's vision, mission and business objectives. -Understands and communicates the reasons for decisions and recommendations to others

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<p>Thinks strategically</p>	<p>Understands the work environment and contributes to the development of plans, strategies and team goals. Identifies broader influences that may impact on the team's work objectives. Demonstrates an awareness of the implications of issues for own work and work area.</p>	<p>Demonstrates an awareness of the implications of issues for own work and work area.          –Thinks about the future and considers implications of own work.          –Understands the strategic objectives of the organisation; identifies broader influences that may impact on achievement of work objectives; contributes to the development of plans, strategies and team goals.</p>
	<p>Harnesses Information and Opportunities</p>	<p>Draws on information from diverse sources and uses experience to analyse what information is important and how it should be used. Maintains an awareness of the organisation and keeps self and others well informed on issues that may affect work progress.</p>
	<p>Shows Judgement, Intelligence and commonsense</p>	<p>Undertakes objective, systematic analysis and draws accurate conclusions based on evidence. Identifies problems and works to resolve them. Thinks laterally, identifies and implements improved work practices.</p>
<p><b>Achieves Results</b></p>	<p>Identifies and uses resources wisely</p>	<p>Reviews project performance and identifies opportunities for improvement. Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes. Is responsive to changes in requirements.</p>
	<p>Applies and builds professional expertise</p>	<p>Values specialist expertise and capitalises on the knowledge and skills of others within the organisation. Contributes own expertise to achieve outcomes for the business unit.</p>
	<p>Responds positively to change</p>	<p>Establishes clear plans and timeframes for project implementation. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and encourages cooperation in coping with change.</p>
	<p>Takes responsibility for managing work projects to achieve results</p>	<p>Sees projects through to completion. Monitors project progress and manages priorities. Commits to achieving quality outcomes and adheres to documentation procedures. Seeks feedback from supervisor to gauge satisfaction.</p>
<p><b>Supports productive working relationships</b></p>	<p>Nurtures internal and external relationships</p>	<p>Builds and sustains positive relationships with team members, stakeholders and clients. Is responsive to changes in client and stakeholder needs and expectations.</p>
	<p>Listens to, understands and recognises the needs of others</p>	<p>Actively listens to staff, colleagues, clients and stakeholders. Involves others and recognises their contributions. Consults and shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member.</p>
	<p>Values, individual differences and diversity</p>	<p>Recognises the positive benefits that can be gained from diversity, and explores diverse views. Recognises the different working styles of individuals, and factors this into the management of people and tasks. Tries to see things from different perspectives. Treats people with respect and courtesy.</p>
	<p>Shares learning and supports others</p>	<p>Identifies learning opportunities for others and delegates tasks effectively. Agrees clear</p>



		performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Provides constructive feedback. Recognises and notes under-performance where appropriate.
<b>Displays personal drive and Integrity</b>	Demonstrates public service professionalism and probity	Adopts a principled approach and adheres to the APS Values and Code of Conduct. Acts professionally at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the organisation in internal forums.
	Engages with risk and shows personal courage	Provides impartial and forthright advice. Justifies own position when challenged. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.
	Commits to action	Takes personal responsibility for meeting objectives and progressing work. Shows initiative and does what is required. Commits energy and drive to see that goals are achieved.
	Promotes and adopts a positive and balanced approach to work	Persists with, and focuses on achieving, objectives even in difficult circumstances. Remains positive and responds to pressure in a calm manner.
	Demonstrates self-awareness and a commitment to personal development	Seeks feedback from others. Communicates areas of strengths and acknowledges development needs. Reflects on own behaviour and recognises the impact on others. Shows commitment to learning and self-development.
<b>Communicates with influence</b>	Communicates clearly	Confidently presents messages in a clear, concise and articulate manner. Focuses on key points and uses appropriate, unambiguous language. Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity.
	Listens, understands and adapts to audience	Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood. Checks own understanding of others' comments and does not allow misunderstandings to linger.
	Negotiates confidently	Approaches negotiations with a clear understanding of key issues. Understands the desired outcomes. Identifies relevant stakeholders' expectations and concerns. Discusses issues credibly and thoughtfully. Encourages the support of relevant stakeholders.