

9 months - P&C Administration Officer

Position Description

Reporting to:	People Operations Manager	Work location:	Melbourne CBD
Department:	People and Culture / Group Operations	Budget holder:	No
Team:	HR Services	Direct reports:	Nil

Here you'll make a difference

At Save the Children Australia, we attract bright, bighearted people who are inspired to create meaningful change for children and the communities who need it most.

Over the next nine months, we're undergoing a significant People Technology transformation. During this transition, we require a short-term P&C Administration Officer to provide high-quality administrative support across our People Operations team.

As a first point of contact for a wide range of general People & Culture enquiries, you'll support managers and employees with onboarding, job changes, offboarding, and other P&C processes. Your strong organisation skills, attention to detail, and ability to manage competing priorities will ensure we continue delivering excellent service throughout this period of change.

You'll be an active and positive member of the People Operations Services team — contributing to a supportive team culture and acting as a champion for great employee experiences.

Here your skills will be valued

Role requirements

- Provide timely, day-to-day responses to P&C queries received via our Service Hub.
- Undertake general administrative duties to support the People & Culture team, including guidance on P&C processes, invoice processing, and data requests or reconciliation.
- Administer the parental leave process from employee request through to payroll notification and return to work arrangements.
- Manage job change requests received through Service Hub and Oracle (our P&C system).
- Coordinate the award step increase process, both offline in Excel and in Oracle.
- Support team members with onboarding and offboarding activities during peak periods or staff leave.

Here you'll belong

Our work is strengthened by people with diverse backgrounds, experiences, and perspectives. To thrive in this role, you will bring:

Essential knowledge or experience

- Exceptional customer service focus and demonstrable experience (both internal and external stakeholders)
- Proficiency with Microsoft Office applications (Word, Outlook, Excel)

- Experience using ticketing tools (Fresh service) and maintaining P&C systems (preferably Oracle)
- Strong verbal and written communication skills.
- Excellent time management and organisational abilities.
- Ability to work under pressure and meet tight deadlines.
- High attention to detail and commitment to quality.

Additional Information

- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- Save the Children Australia is an Equal Opportunity Employer

Driver's Licence: Not required **Travel:** Nil Required

Working with Children Check: Required **Assets:** Laptop