

P&C Talent/Onboarding Administrator

Position Description

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

Here you'll make a difference

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

We're currently undertaking a significant People Technology transformation and are seeking a P&C Talent/Onboarding Administrator to join our People Operations team. This role plays a critical part in delivering an efficient, responsive and people-centred experience for candidates, employees and leaders across the organisation.

As a key member of the People Operations team, you'll be the first point of contact for recruitment and onboarding activities. You'll support hiring managers with creating and posting job advertisements, assigning recruitment templates in our systems, and coordinating the onboarding process for new employees. You'll provide timely, accurate advice to employees and leaders, helping ensure essential People & Culture processes are delivered with accuracy, efficiency and care.

Success in this role requires exceptional communication skills, strong attention to detail, a customer-focused mindset, and the ability to effectively manage multiple priorities in a fast-paced environment. Through every interaction, you'll help create positive employee experiences while contributing to continuous improvement and service excellence across our P&C team.

You'll be an active and positive member of the People Operations team, contributing to a collaborative team culture and championing an exceptional employee experience from hire to retire.

Here your skills will be valued

Role requirements

- Act as the first point of contact for recruitment and onboarding activities, providing timely and accurate advice to employees, leaders and hiring managers.
- Support hiring managers with the creation and posting of job advertisements and the assignment of recruitment templates in relevant systems.
- Deliver a high-quality, customer-focused onboarding experience for new employees, ensuring a smooth and positive transition into Save the Children Australia.
- Support leaders to successfully onboard and hire new starters by providing timely guidance, clear communication and proactive follow-up.
- Manage a high volume of pre-employment compliance activities, ensuring all requirements are completed accurately and within required timeframes prior to commencement.
- Act as a first point of contact for People & Culture enquiries, providing professional, responsive and solution-focused support through the Service Hub.
- Maintain strong communication with candidates, employees and leaders, ensuring stakeholders are kept informed and receive exceptional service throughout the employee lifecycle.
- Effectively prioritise competing requests and deadlines while maintaining a high level of accuracy, attention to detail and customer service.

- Contribute to continuous improvement initiatives by identifying opportunities to streamline processes, improve efficiency and enhance the employee experience.
- Support People Operations processes and projects as required, including data entry, reporting, analytics and process administration.
- Build and maintain positive working relationships across the organisation, demonstrating professionalism, collaboration and a commitment to service excellence.
- Consistently meet service delivery standards and team performance targets in a fast-paced, high-volume environment.

Health, safety, security and risk management

- Model safe behaviour by following all workplace policies, procedures, work instructions and training
- Work safely at all times and consider the impact of your work practices on your own and others' physical safety and psychological wellbeing.
- Report all incidents, injuries and potential hazards in a timely manner
- Take part in safety activities and improvements, contribute to a culture that supports physical and psychological health.
- Identify, document and manage risks in your programs and work environment, putting controls in place to reduce physical and psychological harm.

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the [Child Safeguarding Policy](#) & [Code of Conduct](#)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes

All roles at Save the Children contribute to our impact for children.

At Save the Children, every role, whether in our programs or support services, plays a vital part in our impact for children. We are committed to creating a positive impact on the lives of children and their communities, and we value the contributions of every team member in achieving this vision.

Being a leader at Save the Children Australia means leading with heart, enabling others, and delivering results. Leaders are expected to uphold, and role model the behaviours outlined in our Leadership Framework.

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

- Demonstrated experience delivering exceptional customer service and building positive relationships with a diverse range of stakeholders, including employees, leaders, candidates and external providers.
- Experience working in a fast-paced, high-volume administrative, HR, People & Culture, shared services or service centre environment, with the ability to manage competing priorities while maintaining service standards.
- Strong written and verbal communication skills, with the ability to communicate clearly, professionally and confidently across a range of audiences.
- Proven ability to manage multiple tasks simultaneously, prioritise effectively and consistently meet deadlines in a dynamic environment.

- High level of attention to detail and commitment to accuracy, quality and compliance when managing employee data and administrative processes.
- Proficiency in Microsoft Office applications, including Outlook, Word and Excel.
- Experience using Employment Hero (desirable) or other HR Information Systems and ticketing/service management platforms.
- Demonstrated ability to identify opportunities to improve processes, increase efficiency and enhance the employee experience.
- Strong organisational and problem-solving skills, with the ability to exercise sound judgement and work independently within established processes.
- Commitment to providing responsive, professional and solutions-focused support that contributes to a positive employee experience.

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