POSITION DESCRIPTION DOCUMENT PURPOSE

The purpose of this position description document is to provide you with a clear understanding of your role, and how that role fits within Melbourne Institute of Technology (MIT) as an organisation.

This document provides an outline of your key areas of accountability and desired outcomes from satisfactory performance of the role. It does not provide an exhaustive list of tasks and activities that are required to be performed in order to fulfil the role.

POSITION DETAILS

Position Title:	People & Culture Officer
School / Division:	People & Culture
Campus:	Sydney
Probation Period:	Six (6) months
Time Fraction:	Full-time
Reporting to:	People & Culture Manager
Direct reports:	Nil
Award:	Educational Services (Post – Secondary Education) Award 2020. (http://awardviewer.fwo.gov.au/award/show/MA000075)

ROLE

The People and Culture Officer is responsible for assisting with managing the P&C functions of the campus including workforce planning, staff recruitment, contract management, staff induction, staff training, performance review management and maintenance of HRIS/HCM system. The role is responsible for the development of people and culture aspects of the strategic plan and their effective implementation. The role will involve assisting with developing effective HR strategies, implementing HR initiatives, and providing sound advice to senior management on all related subjects.

MIT VISION AND GOALS

MIT: A proud history, a confident future

Founded in 1996, Melbourne Institute of Technology (MIT) has provided outstanding, employment-focused degrees in Business and ICT for almost 30 years.

MIT grew to over 4,000 students prior to the onset of the Covid-19 pandemic. Like all higher education institutions, MIT was impacted by the closure of international borders triggered by the pandemic.

Since the reopening of international borders, confidence has returned to the international student market. MIT's high-quality student programs and organisational agility will enable it to renew its growth trajectory, achieve University College status, and lay the foundations for the next decade of success.

Vision

MIT aspires to be one of the leading providers of industry-engaged, employment-focused higher education programs, equipping students with the knowledge, skills, and opportunities to build successful careers.

Mission

MIT inspires students and helps them create their future through employment-focused educational programs. These are developed and delivered in collaboration with industry, and underpinned by excellence in learning and teaching, scholarship and research.

Values
- Excellence;
- Integrity;
- Accountability
- Transformational Change, and
- Agility

MIT's overarching goals are to:
- Become one of the top 20 higher education institutes in Australia for high-quality student experiences and learning outcomes
- Attain Self-Accrediting Authority status during 2024
- Progress towards achieving University College status by2027
- Capitalise on the reopening of international borders to rebuild student numbers: achieve pre-pandemic EFTSL levels by 2025 and 5-10% growth per annum thereafter
- Achieve student satisfaction and graduate employment outcomes equal to or above industry averages in all courses
- Be renowned for excellence in industry-engaged learning with all students engaging with industry as part of their course
- Continue to deliver outstanding, student-centric support services
- Be recognised as a high-performing employer of choice

MIT business model comprises four (4) key focus areas as guided by its vision: Academia, Finance, Marketing, and Operations. Our organisational structure is designed to ensure each of these areas is fully resourced.

Our Executive Management Committee (EMC) is responsible for the development of our strategic plan and effective implementation of strategies across all business areas. It comprises our:
- Chief Executive Officer,
- Managing Director,
- Group General Manager and People and Culture (pro tem) and
- Executive Dean

The P&C Officer is responsible for the planning, implementation, management and running of all P&C operations at MIT to ensure that its objectives are met. Reporting to the Manager People and Culture and the Campus Director Sydney and work closely with, the Heads of School and to some extent the Campus Director Melbourne on people and culture matters. This responsibility incorporates the areas as set out below.

Area	Outcomes
Corporate & Strategic matters – People & Culture	Assist the Manager People and Culture with: ▪ the implementation of the MIT strategic goals and objectives around People & Culture ▪ the implementation of MIT workforce plan ▪ Preparation of EMC and board papers and information requests around people and culture ▪ To further develop the MIT P&C function ▪ Maintain strong understanding of the health of the business, including P&C, risk and compliance and general management. ▪ Keep abreast with changes in legislation in the P&C space (Fair Work Australia, OHS legislation, Pay role and so on) ▪ To conduct HR audits and or reviews
Talent Acquisition and Retention	Manage the recruitment and selection process to attract, develop, and retain the highest quality talent including onboarding of new employees. Assist with managing agency recruitment process including managing stakeholders for temporary and specialist roles, as needed.
Employee Relations Management	Serve as a link between management and employees, handling questions, interpreting and administering contracts, disciplinary actions, and conflict resolution.

HR Systems and Processes Management	Develop and monitor overall HR strategies, systems, tactics, and procedures across the institute.
Maintain associated HR databases	Administrative user of the MIT's HRIS/HCM system – UKG Ready (currently in implementation stage). Maintain accuracy and integrity of the HR system and databases and ensure high employee engagement with HR system.
Implementation of Performance Management systems	Assist in the performance management system that motivates high performance and recognises excellence. Assist people managers with resources, tools and training required to complete effective performance management sessions with their direct reports. Career development counselling. Identify and nurture high-potential employees for key roles, ensuring a strong talent pipeline for future leadership needs.
HR Metrics and Reporting	Utilise HR data to gain insights, track key metrics, and make data-driven decisions to improve HR processes and outcomes. Provide informed HR advice to management using data-driven insights. Produce people reports for each department as required. Produce monthly reports for Professional Services Meeting and other meetings/committees as required. Assist the Finance department with WEGA and other reporting as required.
Legal Compliance	Assist the Manager People and Culture to ensure legal compliance by monitoring and implementing applicable P&C federal and state requirements, including but not limited to Fair Work, NES and Equal Employment Opportunity.
Culture and Workplace Environment	Foster a positive workplace culture that supports the institute's mission and values.
Ongoing Learning & Development	Attendance at relevant training courses and completion of self-development activities
Special Projects	Ensure special projects and tasks assigned are carried out effectively. Assist staff with authority to do so in the administration of key projects.

Staff performance is managed in accordance with MIT Performance Management System which incorporates:

- Regular performance reviews
- Ongoing feedback
- Identification of professional development needs and provision of support
- Reward structure

Specific performance goals will be set with you during the course of your performance review.

Areas of performance focus for this role are set out below for your information. Further details in relation to the MIT Performance Management System will be provided by our People & Culture Director or nominee.

Focus area	Description/Measure - example
Employee Retention Rate	The ability to maintain a high employee retention rate is a critical indicator of performance. Lower turnover rates can indicate successful P&C policies and a healthy work environment.
Time to Hire	This measures the average time it takes to fill open positions from job posting to job offer acceptance. The goal should be to decrease this time while maintaining high hiring standards.
Cost per Hire	This measures the total cost of hiring a new employee, including advertising costs, recruiter fees, and the time spent by P&C staff on hiring. The P&C Officer should aim to optimise these costs.
Employee Satisfaction	Regular employee satisfaction surveys can provide valuable feedback on the P&C team effectiveness. Higher satisfaction rates can indicate successful P&C policies and a positive work environment.
Training Effectiveness	Evaluate the success of training programs by measuring improved performance and increased productivity.
Performance Management	The effectiveness of the performance appraisal system could be measured by increased productivity or achievement of employee KPIs post-appraisal.
Compliance Rate	Measure the percentage of employees in compliance with mandatory training and policy acknowledgment.
Benefit Utilisation Rate	The percentage of employees taking advantage of the benefits offered can indicate the effectiveness of the benefits offered
Diversity Hiring Goals	The percentage of hires from diverse backgrounds can measure the effectiveness of diversity and inclusion strategies.
HR Audits	Regular audits of HR processes and policies can ensure compliance with laws and regulations.

KEY SELECTION CRITERIA

Application letter and/or resume must address the qualification/knowledge/experience/attributes section under the key selection criteria

Qualifications: Include all educational and training qualification, professional membership, criminal record check report	Requirement
Completed a bachelor's degree in Human Resource Management or related discipline.	Mandatory
Knowledge/Experience/Attitude/Skills	
Demonstrated working experience in HR/P&C role.	Mandatory
Demonstrable experience with human resources metrics	Mandatory
In-depth knowledge of labour laws, award interpretation and HR best practices.	Mandatory
Demonstrated facilitation skills with high-level of active listening, comprehension and verbal communication skills.	Mandatory
Demonstrated ability to liaise with a range of people at all levels and develop productive working relationships with them.	Mandatory
Demonstrated experience in analytical and problem-solving skills with ability to work innovatively and strategically.	Essential
Demonstrated capacity to work autonomously with high level of initiative under broad direction.	Essential
Good computer skills with experience in Word, Excel, PowerPoint and Internet.	Essential
People-oriented and results-driven.	Essential
Knowledge of HR systems and databases. Experience working with UKG Ready is desirable.	Desirable
An understanding of the broader higher education sector and the current issues impacting on this sector.	Desirable