

Position description

Position	Coordinator - People and Culture		
Purpose	To provide a high level of support on People and Culture matters to managers and employees. To deliver effective human resources (HR) systems, policies and procedures that ensure the organisation delivers on the strategy through effective employee lifecycle initiatives.		
Band	4		
Approval date	10 June 2025	Approved by	Samantha McGilvery

Brisbane North PHN

Our vision is a community where good health is available for everyone.

Brisbane North PHN supports clinicians and communities in Brisbane's northern suburbs, Moreton Bay Regional Council and parts of Somerset Regional Council. It covers approximately 4,100 km² of urban, regional and rural areas, with a population of over one million.

We are one of 31 Primary Health Networks across Australia.

We work with local communities, consumers, carers, health professionals, hospitals and community providers to understand our community and their needs. We then engage stakeholders to design and commission programs and services to meet those needs.

Our PHN's goals:

- Be informed and led by community voice
- Re-orient the health system toward care close to home
- Build capacity of providers to meet health needs of our region.

The PHN's values:

- Collaboration: We build strong and enduring relationships to achieve our shared goals
- Diversity: We are inclusive, fair and responsive to different needs
- Integrity: We are transparent, respectful and work to the highest standards
- Courage: We lead new approaches, learn and improve
- Impact: We deliver outcomes for our community.

Key outcome areas

To ensure the organisation works effectively to achieve its annual business plan, each team member has responsibility for a range of activities and outcomes. These activities and outcomes are reviewed twice a year formally and on an ongoing basis informally with team members and managers.



Role-specific

- perform tasks independently in a proficient and timely manner to maintain key hr business processes including relevant inboxes. tasks will include support for people and culture (P&C) team and executive support.
- support the implementation of the people and culture strategy through accurate and timely administration of hr processes and initiatives.
- assist in end-to-end recruitment administration including advertising, scheduling interviews, preparing contracts, and onboarding documentation.
- maintain accurate employee records and hr systems (e.g., HRIS), ensuring data integrity, confidentiality, and compliance with privacy legislation.
- provide high-quality administrative support and assist the P&C team, and EMPCC with various tasks, including (but not limited to) data entry, document management, report preparation, meeting organisation, diary management, and invoicing, ensuring efficient and effective operations
- provide administrative support for learning and development activities
- help create and foster a high-performing workplace culture through supporting the implementation of the People and Culture strategy
- talent management (including end-to-end recruitment, onboarding and through the employee lifecycle)
- using industrial relations knowledge, action queries and provide support to all staff across the organisation and ensure that HR matters are conducted in line with legal/organisational requirements and best practice, including inbox management
- provide the coordination, delivery and support of activities and initiatives that build a high-performing culture, including but not limited to, reward and recognition, communications and learning and development.
- review, update and implement HR-related policies and procedures in line with current legislation, best practice and Quality frameworks

General

- regularly attend team and staff meetings
- role model and contribute to the pursuit of excellence through promoting and maintaining positive team spirit and organisational values, abiding by the organisation's Code of Conduct and Leadership Capability Framework, implementing all policies and procedures correctly and recommending quality improvements
- communicate professionally, effectively and respectfully with all members of the organisation and external stakeholders
- record all interactions in relevant program and project databases on time, ensuring that information is relevant, accurate, up-to-date and accessible by other team members
- comply with reporting requirements as directed by your manager
- deal with sensitive information in a confidential and professional manner
- complete other reasonable duties and projects as required to meet organisational objectives

Role related details

Relationships

Reports to: Lead, People and Culture

Direct reports: None

Level of delegation

(Per Delegation Matrix – CEO to staff)

Level 3 – All other staff

Award alignment

Award: Health Professionals and Support Services Award 2020

Level: Support Services Level 8

Key selection criteria

Within the context of the key outcome areas described above, the ideal applicant will demonstrate the following:

Qualifications and experience

- Bachelor's degree in Human Resources or higher
- a working knowledge of ER/IR including award interpretation, employment legislation and skills in coaching and mentoring leaders to manage people
- experience in leading formal and informal grievances and performance management matters in conjunction with People and Culture Manager (or equivalent)
- the ability to read and interpret complex information
- strong attention to detail and accurate record management, with a "can do" approach to all tasks at all levels.
- experience with HRISs and proficiency in Microsoft office suite (word, outlook, excel, powerpoint).
- excellent attention to detail and organisational skills.
- strong attention to detail and accurate record management, with a "can do" approach to all tasks at all levels.
- the ability to show initiative, work independently and to anticipate the requirements of a busy P&C team and environment
- exemplary interpersonal skills, including experience dealing with confidential and sensitive information in a professional manner
- the ability to operate in a fast-paced environment
- knowledge of the primary healthcare industry desirable, or ability to acquire that knowledge quickly.

Capabilities

The Brisbane North PHN Leadership and Commissioning Capability Framework applies to all roles within the organisation. Please refer to the Framework document found on our Careers page. Applicants are encouraged to address these.

Leadership		Commissioning	
Capability domain	Level / Proficiency	Capability domain	Level / Proficiency
Leads self	Level – 1	Commissioning & Service Delivery	Band 4 - Desirable
Engages other	Level – 2	Contract & Performance Management	Band 4 - Desirable
Achieves Outcomes	Level – 2	Collaboration & Stakeholder Engagement	Band 4 - Desirable

Drives innovation	Level – 1	Project Management & Governance	Band 4 - Desirable
Shapes systems	Level – 2	Probity, Compliance & Risk Management	Band 4 - Desirable
Bases decisions on available evidence	Level - 2	Continuous Improvement & Evaluation	Band 4 - Desirable

Other

A current driver's licence is desirable and use of a personal vehicle may be required, including travel between working locations. Work-related mileage will be reimbursed at relevant rates.

You may be required to work flexible hours. The role may include evening/weekend commitments for which time off in lieu is provided.

(Please note: This position description is subject to adjustment within reason and in consultation with your manager to meet the deliverables of the organisation.)