

Position Description

Position Title:	People and Culture Administrator
Reporting To:	Head of People, Culture & Safety
Direct Reports:	N/A
SCHADS Level:	4
Approved by:	
Reviewed date:	08 September 2026

1. PURPOSE OF THE JOB

The People and Culture Administrator provides essential administrative support to the People and Culture Team, ensuring smooth HR operations across the employee lifecycle. This role focuses on maintaining accurate records, supporting recruitment and onboarding processes, and assisting with compliance and employee engagement initiatives. As a key support role, the People and Culture Administrator help foster a positive employee experience by embedding the Crosslinks Way and demonstrating the organisation's guiding principles in every interaction, contributing to a workplace culture where people feel valued, supported and empowered.

2. OUR PURPOSE

Crosslinks Inc is a disability support service provider offering individuals with disability the support to access their community by embracing the vision statement of *'everyone should have a reason to smile'*.

3. OUR GUIDING PRINCIPLES



4. KEY TASKS AND MEASURES OF PERFORMANCE

KEY ACCOUNTABILITIES	INDICATIVE TASKS / MEASURE OF SUCCESS
Compliance, Governance and Reporting	- Support adherence to Crosslinks policies, procedures, the SCHADS Award and relevant employment legislation. - Maintain accurate and up-to-date employee compliance records, including working rights, probity checks, mandatory documentation and training requirements.

	• Process and monitor compliance information received through the Links Inbox and follow up outstanding requirements. • Generate HR and workforce reports using Crosslinks CRM and HR systems as required. • Prepare monthly workforce data for the Board, including recruitment and employee lifecycle information, to support the Head of People, Culture and Safety. • Work closely with the Quality & Safeguarding Manager to identify and address compliance requirements. • Maintain accurate records and ensure documentation is stored securely and appropriately using SharePoint. • Accurate, timely and complete compliance records and reports, with issues identified and escalated promptly.
HR Administration and Employee Records	• Maintain and update employee records across relevant HR and CRM systems. • Process documentation relating to new starters, existing employees and changes throughout the employee lifecycle. • Prepare employment contracts, variation of contracts, onboarding documentation and other HR correspondence as required. • Update employee information and ensure records remain accurate and current. • Attend meetings and prepare accurate meeting minutes when the P&C Officer is unavailable. • Track actions arising from meetings and follow up where required. • Prepare documents, reports, correspondence and presentations to support P&C activities. • Provide general administrative assistance to the Head of People, Culture and Safety and wider P&C team. • Respond to employee and stakeholders queries in accordance with Crosslinks policies, procedures and approved processes in a timely manner. • Maintain confidentiality and ensure sensitive employee information is handled appropriately. • Maintain professional and respectful communication at all times.
Recruitment and Selection Support	• Create and publish internal and external job advertisements. • Update and maintain recruitment templates, including interview questions and recruitment documentation. • Support hiring managers throughout the recruitment process, as well as attend interviews when required. • Assist with job postings, candidate communication, shortlisting, phone screenings and interview scheduling.

	• Coordinate pre-employment documentation and compliance checks. • Provide accurate recruitment records and updates by conducting and attending weekly Recruitment meeting with the Service Operations Manager and Manager – NDIS Support Services. • Support continuous improvement of recruitment processes and templates. • Create account access for new managers in Ready Workforce. • Update and maintain up-to-date recruitment documents, legislative information and organisational policy and procedure in Ready Workforce.
Employee Lifecycle and Onboarding	• Coordinate and support the employee lifecycle from commencement through to employment changes and exit processes. • Conduct employee inductions on a three-week rotation. • Coordinate onboarding activities and ensure new starters receive required information, systems access and training. • Monitor probation periods and support performance review processes when required. • Update employee lifecycle records and provide relevant information to the P&C Team. • Support the P&C Officer with roster changes and consultation processes when required. • Assist with employee changes and other HR administration throughout the employee lifecycle.
Learning, Development and Training Coordination	• Coordinate internal and external training sessions with the support of the Scheduling Team, by monitoring bookings, attendance and participant communication. • Organise additional training requested by Operations teams in consultation with relevant stakeholders. • Enrol new starters and existing employees into required online training through the MYP iinduct platform. • Monitor training completion and maintain accurate training records. • Update and create training content to reflect current legislation, organisational requirements and best practice. • Issue training certificates when requested and maintain training documentation. • Work with relevant managers to identify and address outstanding training requirements.
Policy, Procedure and Position Description Support	• Assist with reviewing and updating Crosslinks policies and procedures. • Ensure updated documents align with Crosslinks branding and organisational standards.

	• Assist with maintaining current position descriptions across the organisation. • Update position descriptions when roles, responsibilities or organisational requirements change. • Support the P&C Team with document control and distribution of updated HR documentation.
Employee Engagement, Reward, Recognition and Internal Communications	• Coordinate and contribute to the monthly People Pages newsletter by gathering relevant People & Culture updates, employee information and organisational initiatives for publication. • Coordinate the monthly P&C staff engagement event. • Create and distribute announcements through the Links CRM system. • Develop communication materials, posters and staff engagement content as required. • Maintain and update the Head Office 'Wall of Fame' to recognise employee achievements and contributions. • Update and distribute the monthly Peer Nomination Tracker to the Executive Team.
Continuous Improvement and Team Support	• Identify opportunities to improve P&C processes, templates, systems and employee experiences. • Assist with reviewing recruitment, onboarding, training and employee lifecycle processes. • Support the Head of People, Culture & Safety and P&C Officer with operational priorities and projects. • Maintain awareness of changes to employment legislation, the SCHADS Award and relevant regulatory requirements that may impact Crosslinks. • Contribute to a positive, collaborative and service-focused People & Culture environment.

5. SELECTION CRITERIA

CERTIFICATIONS & COMPLIANCE REQUIREMENTS	• Certificate 4 in Human Resource Management (or relevant qualification) • Current Police Clearance (less than 6 months old) • NDIS Workers Screening Check • NDIS Workers Orientation Certificate • Valid Western Australian Driver's License. • Valid Australian Working Rights.
EXPERIENCE	• Previous experience in HR or administrative roles preferred • Understanding of HR processes and compliance requirements

	• Previous experience working within a Not for Profit (Desirable) • Experience using Microsoft Office software.
SKILLS	• Strong organisational and time management skills • Proven high-quality writing, editing and proofreading skills with clarity, accuracy and precision. • High attention to detail and accuracy • Excellent communication and interpersonal skills • Ability to maintain confidentiality and handle sensitive information • Proficiency in Microsoft Office and HR systems
KNOWLEDGE	• Knowledge of the not-for-profit area (desirable)