

## THE CO-OPERATIVE BANK POSITION DESCRIPTION

**Position Title:** People & Culture Co-ordinator

**Reports To:** Manager People Operations & Change

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**OUR VISION** *To change banking for good*

**OUR PURPOSE** *To benefit our customers*

**OUR BELIEFS** *and behaviours*



### PURPOSE OF THE POSITION

The People & Culture (P&C) Team has a key role in ensuring that The Co-operative Bank (“the Bank”) has the organisation culture, employee engagement, workforce performance and capability to deliver brilliantly human employee experiences.

The People & Culture Co-ordinator is a key role in the People Operations team ensuring our people systems and services run smoothly. This role is the lead for managing administration that supports our people processes across the employee lifecycle, recruitment, people changes, organisational surveys, health and safety and much more. This role will provide support to the People Operations team and the broader People & Culture team including the General Manager People & Culture.

### MAJOR CHALLENGES

- Balancing reactive day-to-day work with the project work needed to improve people processes
- Time and work management including planning, multi-tasking, prioritising work, administration and processing skills.
- Transitioning from paper-based to more online systems over the next 12 months
- Helping people to better self serve in future through the intranet and other online systems.

## ACCOUNTABILITIES

What you'll do	Success will mean
<b>First Level People Operations Support</b>	
<p><b>Core P&amp;C Operations:</b> Assist and support in the delivery of effective and efficient P&amp;C responses and solutions by providing first level support via multiple channels for managers, employees and external parties, escalating as required. Includes daily management of People &amp; Culture inbox.</p> <p><b>Process Improvement:</b> Work with the wider team to identify and develop continuous improvement of current processes to ensure effective service solutions for the Team, people leaders and our people.</p>	<ul style="list-style-type: none"> <li>• Queries are dealt with in a timely and customer-focused manner, enabling the business to get on with the important job of doing right by our customers.</li> <li>• Underlying issues are identified and addressed e.g. via process improvement</li> </ul>
<b>P&amp;C Systems Support</b>	
<p>Provide proactive support to ensure core HR systems and processes are carried out. This will include:</p> <ul style="list-style-type: none"> <li>• Recruitment system support and administration</li> <li>• Learning Management system administration including on-boarding and induction support and administration</li> <li>• Incident management system administration and incident resolution</li> <li>• Support the review and management of people data for regular staff surveys</li> <li>• Supporting the transition of people processes to a HRIS system and transferring processes and data from current paper based systems</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Managers are supported with getting roles advertised and being competent with the system used</li> <li>• Compliance activities are completed in a timely manner</li> <li>• Management or escalation of people or health and safety incidents raised across the business</li> <li>• Successful transition to a new HRIS system</li> </ul>
<b>P&amp;C Data Management &amp; Reporting</b>	
<ul style="list-style-type: none"> <li>• Ensure people data is kept up to date in core people systems, including the maintenance of joiners, leavers and internal movements.</li> <li>• Production of monthly, quarterly and ad hoc reports for People Leaders, SLT and the Board on key People Metrics and Compliance</li> <li>• Keep People &amp; Culture information up to date on the intranet</li> </ul>	<ul style="list-style-type: none"> <li>• The P&amp;C team, business and Board have access to accurate and timely people data</li> <li>• All required reports and completed within expected timeframes</li> <li>• Information on people processes is kept up to date and user-friendly</li> <li>• Queries from reports are managed in a proactive and timely manner</li> <li>• Timely and accurate placement of P&amp;C content on to intranet, ensuring all information adds value to our people.</li> </ul>

What you'll do	Success will mean
<b>People Process Support</b>	
<p>Provide support to the business and stakeholders on key processes:</p> <ul style="list-style-type: none"> <li>• Employment agreements and variations</li> <li>• Advice and assistance on annual, sick leave and other employment related entitlements</li> <li>• Support with the people administration relating to the remuneration review processes, collective agreement negotiation outcomes and any general employment agreement changes</li> <li>• Support the team with the ongoing review and updating of of People &amp; Culture policies ensuring they align to the Co-operative Banks culture, relevant legislation and best practise people processes</li> <li>• Support the ongoing management of staff uniform allocation (day to day and yearly refresh)</li> <li>• Co-ordinating the onboarding , exit and internal movements processes</li> <li>• Ad hoc support to the P&amp;C team as required</li> </ul>	<ul style="list-style-type: none"> <li>• Advice provided to managers and employees is accurate, timely and compliant with relevant employee legislation</li> <li>• People issues are triaged and escalated as required</li> <li>• People related documents are consistent</li> <li>• Onboarding material including uniforms are provides with expected timeframes</li> </ul>
<b>Other Accountabilities</b>	
<p>Works collaboratively with other members of the Team.</p> <p>Complies with Health &amp; Safety requirements, including practicing safe work methods, and helping management eliminate workplace hazards.</p>	<ul style="list-style-type: none"> <li>• Team work is well-integrated and team goals are achieved.</li> <li>• People Operations Specialist/s or Manager People Operations &amp; Change are kept informed on issues as they arise</li> <li>• Demonstration of behaviours that define our core beliefs</li> <li>• H&amp;S good practice and compliance supports a safe workplace.</li> </ul>

## DECISION MAKING AUTHORITY

- a) Decisions able to be made within delegated authorities.

This may include day to day decisions around people processes and people and culture support systems.

- b) Actions and decisions that are recommended to a higher level of management for approval, e.g:

This may include:

- Escalation of complex people and culture queries as required
- Recommendations for system changes

## EXPERIENCE AND QUALIFICATIONS

- Recent graduate or one to two years work experience in a administration or co-ordination role
- Demonstrated time management skills, with the ability to remain calm under pressure and manage numerous tasks throughout the day
- Strong communication skills and attention to detail
- Ability to engage effectively with people at all levels
- Tertiary qualification is desirable in relevant business discipline

## SKILLS AND ATTRIBUTES

### Leadership Skills

All of our people are leaders, no matter their role in the organisation. The leadership skills we look for and actively develop in our people.

- **Self-Aware:** You understand your own strengths, values and derailers and seek to be authentic in your leadership style. You have a growth mindset and want to be the best leader you can.
- **Team builder:** You understand that people have different motivators and styles, and you adapt your approach accordingly. You quickly mobilise and motivate teams of people to work co-operatively to get things done.
- **Influencer:** You want to make an impact beyond the borders of your role. You have presence and demonstrate 'horizontal leadership' across the organisation. You know the formal and informal channels to getting things done.
- **Change agent:** You are focused on the everyday improvement and innovation needed to create our digital future. You have the skills to not only conceive change, but to implement it effectively in an agile and flexible way. You are resilient in the face of setbacks.
- **Business savvy:** You understand how the Bank makes money and the drivers of long term value. You are attuned to market conditions, longer term trends and the changing needs of consumers.
- **Custodian:** In everything you do, you are focused on upholding our beliefs and working for the long term benefit of the Bank and its customers.

### Technical Skills

- Strong Microsoft Office Excel and Word skills
- Savvy with social media.

### Conceptual Skills

- Able to learn, understand, apply and retain new information / learning / training.
- Problem identification and solving.
- Researching, analytical and investigative.

### Personality Attributes

- Well organised and a strong attention to detail
- Good judgement and the discretion to work with confidential information.

- A strong customer service focus and communication skills.
- High levels of initiative and proactivity