Role Description
Recruitment Administrator

Cluster	Department of Enterprise, Investment and Trade
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Tier 2, Grade 2, Level 1
Kind of Employment	SOH Enterprise Agreement – Temporary
ANZSCO Code	223112
PCAT Code	1324292
Date of Approval	February 2023
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Enterprise, Investment and Trade The Opera House is operated and maintained for the Government of NSW by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

The Sydney Opera House is an iconic Australian institution that embodies beauty, inspiration and the liberating power of art and ideas.

Our vision is to be as bold and inspiring as the Opera House itself.

Our mission is twofold:
- To treasure and renew the Opera House for future generations of artists, audiences and visitors; and
- To inspire, and strengthen the community, through everything we do.

PURPOSE OF THE ROLE

This role is responsible for providing administrative support across the full range of Recruitment activities with some support provided to the broader P&D team. In addition to providing Administrative Support, this role is often the first point of contact with candidates ringing the office with queries.

KEY ACCOUNTABILITIES

- Organise and coordinate candidate interviews where required
- Schedule and coordinate recruitment requirements including background checks, pre-employment health assessments, employee details forms and other new starter documentation
- Conduct reference checks when required
- Assist with high-volume campaigns, including providing detailed information of assessment centres to candidates
- Process offer letters, employment contracts and onboarding documentation
- Take responsibility for Recruitment inbox management, categorise according to Recruitment lead/campaign, flag and escalate issues to Recruitment Manager as required
- Provide administrative support to team by booking rooms and creating Outlook calendar events for weekly team meetings, at the direction of Recruitment Manager
- Prepare drafts of Recruitment Application Packages for Recruitment Coordinators and Recruitment Manager for campaigns
- Set up Campaign tracking on project management tools; set up new Campaign folders on shared drive and Outlook folders, as Recruitment Action and Approval Forms are received
- Assist with email campaigns and Expressions of Interest communications for special marketing campaigns related to Recruitment

- Assist New Starters with onboarding documentation and greet on first day to guide site safety induction, building operations staff ID, and brief tour of key areas around the building
- Post roles on internal and external platforms, including LinkedIn, Iworkfor.nsw.gov.au (Taleo), Seek, ArtsHub and others, as required
- Create calendar invites for new starters with Health, Learning, HRBP and Hiring Manager
- Assist with ensuring candidates are provided with initial onboarding documentation as required
- Save all relevant campaign documents to relevant folders on shared drive and in Outlook as directed by Recruitment Manager and Recruitment Coordinators
- Assist with record keeping on shared Project Management tools, including ensuring that commencement dates are up to date for new starters
- Assist New Starters on first day with initial meeting, site safety induction, building operations staff ID, and brief tour of key areas around the building
- Answer phones in office and direct calls accordingly

KEY CHALLENGES

- Managing the high volume of diverse recruitment campaigns within an often time pressured, sometimes challenging environment.
- Working within a dynamic HR environment while coordinating high quality administration support to the team in an environment of competing priorities and irregular workflow.
- Using discretion in dealing with confidential matters and escalating any issues as required
- Working closely with people of different preferred working styles to ensure quality of service is maintained for key stakeholders
- Managing the pressure of a team with high demands placed on it by the business and balancing key priorities

KEY RELATIONSHIPS

WHO	WHY
Internal	
Recruitment Manager	Escalate issues, keep informed, advise, receive guidance and instructions as required.
Hiring Managers	To provide support and guidance regarding recruitment processes.
Payroll Unit	To provide / receive advice on a range of employee systems & payroll related issues.
Health Centre	Coordinate Pre Employment Health Assessments.
External	
Candidates	Respond to enquiries, coordinate interviews and pre-employment processes to contribute to an improved candidate experience.
I Work for NSW	Maintain relationships to assist with user accounts and be informed of changes.
Other Government Agencies	To receive information and advice, including priority assessments.

ROLE DIMENSIONS

Decision Making
The position is responsible for supporting the administrative function of our recruitment processes and to provide support to our Recruitment Team, internal and external stakeholders. The position holder is accountable for the efficient and accurate delivery of recruitment processes to the HR team and organisation on this basis.

Reporting Line
Recruitment Manager

Direct Reports
Nil

ESSENTIAL REQUIREMENTS

- An ability to prioritise your work in a fast-paced environment
- High level interpersonal and communications skills, strong written communication skills and a "can do" attitude.
- Strong administrative skills with strong attention to detail and excellent verbal and written communication skills.
- Exceptional organisation skills and the ability to manage processes consistently within established workflows
- Strong time management skills, including the ability to manage the administration of multiple roles simultaneously
- Proficient in Microsoft office
- High attention to detail and accuracy
- A willingness to work as part of a team
- Excellent customer service and relationship management skills

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability Summary
Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	**Intermediate**
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
Results	Deliver Results	Foundational
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus Capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Plan and Prioritise	Intermediate	• Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies