

POSITION DESCRIPTION

Position Title	Employee Experience Administrator
Current as of	June 2025
Classification	City of Holdfast Bay (Alwyndor Aged Care) Enterprise Agreement Schedule 5, Level 3
Position reports to	Senior Manager People and Culture
Direct Reports	Nil

Alwyndor Purpose

Supporting Adelaide's southern metro ageing community to live healthy, engaged and fulfilled lives.

Role Purpose

The Employee Experience Administrator plays a crucial role in enhancing the overall experience of employees throughout their journey with Alwyndor. This role works as part of a close-knit team and provides administrative support to the team across many functions that support the employee journey, including onboarding, learning and development, compliance monitoring and reporting and general administrative responsibilities. Overall, the role is about supporting People and Culture to create a supportive and engaging workplace that drives productivity, innovation, and employee retention.

Reporting Structure

This position reports to the Senior Manager People and Culture and forms a part of the People and Culture Team. The role works closely with other members of the People and Culture team and is expected to form effective relationships across Alwyndor.

Pre-Requisites Essential	Essential Qualification/ Registrations	
	Essential Experience/ Technical Skills	<ul style="list-style-type: none"> • Demonstrated ability to priorities and manage multiple tasks efficiently. • Demonstrated ability to maintain accurate and detailed records • Dedicated to a team focus and positive customer outcomes • Experience in analysing situations and develop effective solutions to improve employee experience • Proficiency in using HR management systems and other relevant software.
	Essential Other	<ul style="list-style-type: none"> • National Police check • Drivers licence • Evidence of entitlement to work in Australia
Pre-Requisites Desirable	Desirable	<ul style="list-style-type: none"> • Graduate in Human Resources or working towards or extensive experience in administration role • Flu Vaccination and COVID 19 vaccines

Position Description Purpose

This Position Description contains a general overview of the position and is not intended to be a complete statement of all accountabilities, responsibilities, tasks, and outcomes. The responsibilities and requirements are subject to change from time to time as mutually agreed.

Key Areas of Responsibility

1. Onboarding Administration

- Administer the end-to-end onboarding process, including the preparation and issuance of employment contracts and associated documentation.
- Coordinate all onboarding activities to ensure a seamless and positive experience for new employees.
- Facilitate induction program by ensuring all participants, including new starters, managers, and presenters, are appropriately informed and prepared, and that all required materials, rooms, and resources are arranged and available.

2. Learning and Development Administration and Reporting

- Maintain accurate and up-to-date records of all learning and development activities, including attendance, completion status, and individual employee progress.
- Coordinate, schedule, and track internal and external training initiatives, ensuring alignment with organisational development goals.
- Oversee the administration, content updates, and ongoing maintenance of the organisation's Learning Management System (LMS).
- Monitor training participation and ensure compliance with legislative, regulatory, and organisational training requirements through regular reporting and follow-up.

3. Systems and Compliance Coordination

- Administer and coordinate People and Culture systems, ensuring effective operation and data integrity.
- Ensure all employees and relevant volunteers hold and maintain the required qualifications, licenses, work rights (visas), background checks, and certifications relevant to their roles.
- Monitor, maintain, and report on compliance-related records, including training completion, licensing, and certification status.
- Conduct scheduled and ad hoc audits to ensure adherence to compliance and regulatory requirements.
- Prepare compliance reports and undertake data analysis to support workforce planning, reporting obligations, and continuous improvement initiatives.

4. Employee Administration

- Coordinate the preparation and management of employee documentation, including contract variations, standard correspondence, and employment-related records.
- Oversee the day-to-day management of the People and Culture inbox, ensuring timely and accurate responses to internal and external enquiries.
- Maintain and update electronic employee files (eFiles), ensuring information is current, securely stored, and compliant with privacy and record-keeping requirements.
- Reconcile and Process invoices, reimbursements etc.

5. Communication and Support

- Manage and respond to employee enquiries in a timely, professional, and solutions-focused manner, ensuring a high standard of service and support.
- Coordinate the distribution of internal communications, ensuring accurate and consistent messaging of key updates, initiatives, and policy changes across the organisation.
- Support the implementation of People and Culture policies and procedures by assisting with communication, training, and ensuring employee understanding and compliance.
- Collaborate with cross-functional teams to support the delivery of employee experience initiatives and organisational development projects.

<ul style="list-style-type: none"> • Provide high-level administrative support, including minute taking to the Executive Manager, People and Culture, and assist other team members as required to support departmental initiatives and operations.
<p>6. Work Health and Safety</p> <ul style="list-style-type: none"> • Comply with any reasonable instruction, policy or procedure in relation to WHS. • Take reasonable care regarding work health and safety. • Avoid adversely affecting the health and safety of any other person through any act or omission at work. • Ensure that you are not in such state (due to alcohol or drugs) as to endanger your own safety at work or the safety of any other person. • Report all accidents, incidents, injuries, property damage in accordance with agreed procedures. • Comply with the use and utilisation of appropriate personal protective equipment. • Participate in activities associated with the management of workplace health and safety.
<p>7. Infection Prevention and Control Responsibilities</p> <ul style="list-style-type: none"> • Adhere to infection prevention and control protocols and procedures designed to prevent infection transmission in the workplace. • Not report for work if unwell or having any signs or symptoms of an infection. • Report any diagnosed communicable infection to People and Culture. • Attend all required Infection Prevention and Control training. • Provide evidence of required vaccination to People and Culture

Vision and Values	
<p>Alwyndor empowers the people in our communities to live healthy, engaged and fulfilling lives.</p> <p>Alwyndor's values reflect who we are, the culture and principles of our organisation and our people.</p> <p>As an Alwyndor employee you will foster a collaborative environment and ensure personal behaviour is aligned with Alwyndor values.</p>	
Wellbeing	<ul style="list-style-type: none"> • We embrace diversity and treat all people with courtesy, kindness, and respect • We create a safe, inclusive, enabling environment where people feel valued • We value, and advocate for, every member of our Alwyndor community • We care for ourselves and our teammates so we can care for others
Courage	<ul style="list-style-type: none"> • We are inspired by our history and excited about our future • We embrace change and seek innovative ways to meet challenges and use opportunities • We all actively participate in building a great Alwyndor • We constantly improve, guided by our customers' needs
Accountability	<ul style="list-style-type: none"> • We earn trust by being honest, transparent, and reliable • We do our jobs responsibly, with integrity, pride, and care. We do what we say • We take ownership for identifying and resolving issues
Respect	<ul style="list-style-type: none"> • We work together to achieve our common goals • We consult openly, consider suggestions and feedback thoughtfully, and respond positively • We make informed decisions • We communicate respectfully, constructively, and professionally
Excellence	<ul style="list-style-type: none"> • We drive and deliver a consistently excellent, customer focussed experience • We empower ourselves and support our team mates to be, and do, our best • We measure and respond to our outcomes to continually improve • We celebrate our efforts and achievements

Alwyndor is a leading provider of digital marketing services, helping businesses grow their online presence and reach their target audience.

Our services include search engine optimization (SEO), content marketing, social media management, and paid advertising campaigns.

We work with a wide range of clients, from small businesses to large corporations, to help them achieve their marketing goals.

Alwyndor is committed to providing high-quality, data-driven marketing solutions that deliver measurable results for our clients.

Our team of experts is dedicated to staying up-to-date on the latest digital marketing trends and technologies.

Alwyndor is a trusted partner for businesses looking to maximize their online marketing efforts and drive growth.

For more information about our services and how we can help your business, please contact us today.

Alwyndor is a leading provider of digital marketing services, helping businesses grow their online presence and reach their target audience.

Our services include search engine optimization (SEO), content marketing, social media management, and paid advertising campaigns.

We work with a wide range of clients, from small businesses to large corporations, to help them achieve their marketing goals.

Alwyndor is committed to providing high-quality, data-driven marketing solutions that deliver measurable results for our clients.

Our team of experts is dedicated to staying up-to-date on the latest digital marketing trends and technologies.

Alwyndor is a trusted partner for businesses looking to maximize their online marketing efforts and drive growth.

For more information about our services and how we can help your business, please contact us today.

Alwyndor is a leading provider of digital marketing services, helping businesses grow their online presence and reach their target audience.

Our services include search engine optimization (SEO), content marketing, social media management, and paid advertising campaigns.

We work with a wide range of clients, from small businesses to large corporations, to help them achieve their marketing goals.

Alwyndor is committed to providing high-quality, data-driven marketing solutions that deliver measurable results for our clients.

Our team of experts is dedicated to staying up-to-date on the latest digital marketing trends and technologies.

Alwyndor is a trusted partner for businesses looking to maximize their online marketing efforts and drive growth.

Professional Behaviours	
Descriptor	Behaviours
Teamwork	<ul style="list-style-type: none"> • Build effective relationships and encourage teamwork across teams • Assist colleagues when needed and share your knowledge and skills • Maintain positive momentum towards achieving goals
Unity	<ul style="list-style-type: none"> • Support decisions once they have been made • Work as one team, not in silos • Demonstrate accountability by delivering on team and individual responsibilities
Communication	<ul style="list-style-type: none"> • Communicate effectively by seeking input and actively listening • Ensure your body language matches your words, open gestures, good posture, and appropriate facial expressions will reinforce your message • Show respect for the other person's opinions and viewpoints, even if you disagree
Passion	<ul style="list-style-type: none"> • Demonstrate passion, enthusiasm, a "can-do" attitude, and commitment • Understand and support Alwyndor strategic direction and agreed initiatives • Display resilience and composure in challenging times
Growth Mindset	<ul style="list-style-type: none"> • Actively learn and share learning with others • Build own capabilities and learn from mistakes • Has a prominent level of self-awareness and is open to feedback
Respect and Courtesy	<ul style="list-style-type: none"> • Show respect to colleagues, superiors, direct reports alike • Use polite language and manners in all interactions • Be willing to consider innovative ideas and perspectives
Integrity and Ethics	<ul style="list-style-type: none"> • Always be truthful and transparent in dealings with others • Make decisions that are morally and ethically sound
Accountability and responsibility	<ul style="list-style-type: none"> • Take responsibility for your work and any mistakes you make • Be open to constructive feedback and use it to improve performance.