

POSITION DESCRIPTION

People and Culture Coordinator

Award	Classification	Dept	Location	Emp Type	Reports To	Direct Reports
Social, Community, Home Care and Disability Services Industry Award	Level 4	Corporate Services	Head Office	Full Time	Executive Lead, People	NIL

Company Overview

Playgroup NSW is a not-for-profit organisation that helps connect families and children to people and services in the community to positively impact their quality of life.

For over 50 years, Playgroup NSW has delivered and linked over 72,000 families to vital services such as parent support groups and playgroups to foster early childhood development, navigate the challenges of parenting and build strong, resilient communities.

With 850 playgroup sessions operating each week, and more than 28,000 sessions held annually, and support from over 700 dedicated volunteers, Playgroup NSW continues to make a significant difference in the lives of young children and their families across the state

PGNSW Values

ACT WITH INTEGRITY Put child and family wellbeing at the heart of our work, and be honest, accountable, and show respect	BALANCE WORK AND PLAY Be goal-focused, mindful of people's wellbeing, and contribute to a positive team culture.
LEAD CHANGE Seek and encourage learning, innovation, and greater positive impact.	EMBRACE INCLUSIVITY Be collaborative, seek to understand, and celebrate diversity.

Position Purpose

The P&C Coordinator is responsible for the administration and coordination of a range of human resources functions across the entire employee lifecycle, ensuring the efficient and effective function of the People and Culture area, to foster inclusivity and positive culture support. The P&C Coordinator is mainly responsible for recruitment and maintaining the HRIS (BambooHR) and other HR systems as required. The role supports recruitment, onboarding, learning, diversity, policy review, as well as key strategic initiatives.

Overall Responsibilities

Key Result Area	Responsibility
HRIS Administration	- Implement the end-to-end staff lifecycle in BambooHR. - Administer and maintain BambooHR, ensuring employee records and compliance documentation are accurate and up to date. - Drive and support the continuous improvement of the HRIS, championing its effective use across PGNSW.
People Operations &	Provide professional support and administration for employee lifecycle activities and key strategic initiatives.

Employee Lifecycle	• Coordinate the recruitment process by reviewing and creating position descriptions and interview guides, shortlisting candidates, advertising roles, scheduling interviews, conducting reference checks, issuing contracts, and ensuring all appropriate paperwork and approvals are completed. • Manage and deliver day-to-day HR activities such as onboarding, administering contracts and contract changes, probation, development, remuneration, appraisals and exit processes. • Manage employee benefits such as Service Awards and Values Champions.
Systems, Technology & Data	• Support payroll by providing information for processing and assisting with pay enquiries. • Manage certificate renewals. • Prepare HR reports as required for the Executive Lead, People
Policies, Learning & Capability	• Assist the Executive Lead, People in maintaining position descriptions, policies, procedures and P&C resources as required. • Coordinate the rollout of Policies & Procedures and track acknowledgements; provide first-level guidance on application. • Support learning and development coordination for PGNSW. • Set up training; communicate time allocations; monitor and report completions. (Bravehearts child-safety etc.) • Support KPI and workplan development for all roles. • Maintain and update key organisational documents (e.g., Staff Handbook; relevant resources) with clear step-by-step guidance.
Culture, Engagement & Communications	• Assist the Lead, People with employee engagement surveys and action items. • Ensure access to the Employee Assistance Program (EAP) and promote the service as required. • Where required, assist with preparing Return to Work Plans for injured employees. • Manage team building and social events, and coordinate the Christmas party
Child Safety	• Ensure a safe environment for all children and young people and empower their participation and ability to contribute to decisions about their safety and wellbeing. • Demonstrate practical knowledge of and commitment to maintaining a child safe culture, including identifying and responding to all risks and concerns according to Playgroup NSW's policies and procedures.
Risk and Compliance	• Provide accurate, timely and quality advice, information and guidance to staff on HR-related enquiries and service requests, including employee terms and conditions. • Ensure compliance with the SCHADS Award, the National Employment Standards, Fair Work Australia regulations and other relevant employment laws. • In collaboration with the Executive Lead, People, assist in maintaining a safe workplace in line with Workplace Health & Safety (WHS) legislation, including WHS framework, training, policies, processes, forms and reporting. • Manage compliance checks including Working with Children Checks, National Police Checks where required.
Organisational Accountabilities	• Display willingness to assist others, share knowledge openly, cooperate and support the department. • Exercise initiative in making improvements to work processes and outcomes. • Build effective working relationships with staff at all levels, providing

	advice and guidance to support understanding and effective communication of HR best practice. • Actively contribute to creating a high-performing, collaborative team and organisational culture. • Understand and support policies and procedures of PGNSW. • Demonstrate duty of care and consider own safety and the safety of others while at work. • Stay current on employment laws and regulations, ensuring PGNSW policies and practices remain compliant.
--	--

Working Relationships	
Internal	External
• All departments	• Training Providers • Wellbeing Providers • HR or Legal Consultants where appropriate

Knowledge, Experience & Criteria
Qualifications
• Tertiary qualifications in Human Resources
Essential Experience & Criteria
• At least 3 years in a Human Resource role • Ability to interpret conditions of employment legislation, and policies. • Knowledge of Modern Awards, and preferably the SCHADS award. • Proficiency in Microsoft Office suite, SharePoint • Excellent knowledge of HRIS preferably BambooHR • Excellent communication skills, both verbal and written. • Innovative and creative approach to resolving issues. • Excellent interpersonal and relationship building skills • Excellent time management ability and attention to detail • Motivated self-starter with proven initiative • Full understanding of HR functions and best practices • Proven ability to engage in and build trust and rapport with internal/external stakeholders • Self-motivated and able to work with minimal direction and supervision • Ability to maintain confidentiality and privacy. • A positive attitude • A current Working with Children (Employee) Check, or a willingness to obtain this
Desirable Experience & Criteria
• Understanding of Not-for-Profit organisations

Acknowledgement	
I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the expectations with my Manager.	
Employee Name	
Employee Signature	
Date	