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| Position title | People & Learning Officer |
| Group | People & Learning |
| Employment status | Full time, ongoing |
| Classification | As per SCHCADS Award |
| Position reports to | People & Learning Advisor |
| Location | Abbotsford or any other Djirra site |
| Delegation | N/A |

Organisation environment

Djirra¹ is an Aboriginal Community Controlled Organisation with over 20 years' experience accompanying Aboriginal and Torres Strait Islander women, and their children, on their individual journeys. We find solutions through Aboriginal and Torres Strait Islander women sharing their stories, journeys, and experiences. Djirra celebrates women's strength and resilience. We are committed to a future without family violence.

We deliver holistic, culturally safe, specialist family violence support, legal services and case management, alongside cultural and wellbeing workshops and programs. Our services have state-wide reach, touching every part of Victoria to meet the needs of Aboriginal and Torres Strait Islander women. Self-determination is the foundation of everything we do.

Djirra amplifies the voices of Aboriginal and Torres Strait Islander women. We advocate for system-wide change to improve access to justice, eliminate systemic violence, and strengthen women's resilience.

We are an active member of the National Family Violence Prevention and Legal Services Forum, the peak body for Aboriginal and Torres Strait Islander people who are experiencing or at risk of family violence.

Role purpose

The People & Learning Officer provides consistent, accurate, and timely people and learning support across the full employee lifecycle at Djirra. The role is responsible for the end-to-end coordination of key people processes, including recruitment, onboarding and induction, learning and development, performance review cycles, employee changes, and offboarding.

The role plays a critical part in supporting effective people and learning operations by processing HR-related invoices, producing accurate HR reporting, and ensuring compliance, accuracy, and timeliness across HR, payroll, and people systems. It also acts as a champion of good people practice by building manager capability through coaching and support in the effective use of HR systems, processes, and employee lifecycle documentation.

This position reports to the People & Learning Advisor within the People & Learning team in the Corporate Services directorate. As part of the broader People & Learning team, the People & Learning Officer will actively participate in and contribute to HR projects. The role requires resilience, sound judgement, and the ability to work effectively in complex and ambiguous environments, demonstrating maturity, professionalism, and adaptability.

¹ Djirra is the Woiwurrung word for the reed used by Wurundjeri women for basket weaving. Traditionally, when women gathered to weave, important talks took place and problems were solved. Djirra symbolises Aboriginal women today, still coming together to share stories, support each other and find solutions.

Key accountabilities

Employee Lifecycle & People Operations

- Coordinate and administer end-to-end employee lifecycle processes, including recruitment administration, onboarding and induction, learning and development activities, performance and probation reviews, employee changes, and offboarding, in line with policies and procedures.
- Prepare, process and maintain accurate employment documentation and records, including contracts, variation letters, increments, probation documentation and offboarding paperwork, ensuring confidentiality, accuracy and timeliness across HR, payroll and people systems.
- Coordinate and complete pre-employment and compliance checks, including reference checks, Working with Children Checks and National/International Police checks.
- Prepare HR correspondence and internal communications, including staff announcements and the People & Learning bulletin.
- Manage Djirra's staff apparel and merchandise, including stock lists, outgoing registers and order requests.
- Coordinate the volunteer and student placement program, including onboarding, maintenance of registers and exit processes.

HR Systems, Reporting & Compliance

- Act as a key operational user of the HRIS, providing day-to-day administration support and promoting consistent use across the organisation.
- Produce routine and ad hoc HR, workforce and compliance reports (including monthly compliance, organisational charts and WGEA reporting), identifying discrepancies and escalating issues as required.
- Apply relevant industrial instruments (including the SCHADS Award), policies and procedures to ensure compliance in people processes, escalating complex matters for advice.
- Process HR related invoices accurately and in a timely manner.

Manager & Employee Support

- Provide practical, procedural advice and support to managers and employees on HR systems, standard people processes and employee lifecycle requirements within established frameworks.
- Coach and support line managers in the effective use of HR systems and processes, including recruitment administration, employee changes and record keeping.
- Respond to routine people process enquiries, using judgement to determine when escalation is required.

Learning & Capability Support

- Coordinate learning and development activities, including training bookings, calendars, attendance tracking, venues, catering and maintenance of training records.
- Maintain the Professional Development register and complete reporting on mandatory training, compliance and workforce capability.

Projects & Continuous Improvement

- Contribute to People & Learning projects, audits and continuous improvement initiatives under the guidance of senior team members.
- Identify process or system inefficiencies and support the implementation of improvements to enhance accuracy, consistency and user experience.

Professional Practice & Ways of Working

- Work with autonomy, initiative and sound judgement within established policies, procedures and priorities.
- Demonstrate professionalism, resilience and adaptability in a fast-paced and evolving environment.
- Work collaboratively as part of the People & Learning team, contributing to shared outcomes and a culturally safe, respectful workplace aligned with Djirra's values.



Key interactions

- Internal: People & Learning, Finance, Corporate teams and employees.
- External: IT For Business, employer groups, consultants, industry associations, government authorities and other relevant bodies as required.

Key selection criteria

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| Professional / Functional Skills | <ul style="list-style-type: none"> • Previous experience in a generalist Human Resources Administration/Officer role, preferably in a community focused organisation. • Good knowledge of relevant legislation and regulations. • Comprehensive understanding of HR processes especially the recruitment lifecycle • Ability to work independently with guidance as required • Knowledge of the National Employment Standards and ability to comply with all legislative requirements |
| Competency | <ul style="list-style-type: none"> • Demonstrated ability to work or learn to work with Aboriginal organisations, communities and individuals in culturally appropriate ways as well as mainstream organisations. • Excellent administration and time management skills with the ability to prioritise. • Well-developed written communication skills. • Well-developed interpersonal skills with the ability to liaise across all levels both internally and externally • Proven ability to assess and meet priorities and deadlines through good time management in a self organised and methodical manner. • Proven strong attention to detail, and an ability to maintain a high degree of discretion, confidentiality, and professionalism • Able to display flexibility and take initiative |
| Technical Skills | <ul style="list-style-type: none"> • Advanced PC skills, including strong familiarity with MS suite of tools (including Word, Excel and Outlook) • Ability to become familiar quickly with other databases used at Djirra (e.g. Employment Hero, SharePoint etc) |

Qualifications

Essential

- Employees Victorian Working with Children Check
- National Police check

Desirable

- an undergraduate qualification in Business Administration, Human Resources or relevant experience in a similar position.
- Driver's licence

Workplace health and safety

Djirra is committed to providing and maintaining the health and safety of its employees.

All staff at Djirra are expected to champion proactive and positive health and safety practices in the workplace and when working offsite by raising health, safety and wellbeing issues or concerns with managers and colleagues. Staff are required to observe all safe work procedures, rules and instructions, and take all reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner. Staff are encouraged to undertake related training e.g. – First Aid training, Fire Warden, etc.





Information about these policies is contained in Djirra’s Human Resources Policy Manual.

We are a Child Safe Organisations

Djirra is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Djirra is subject to a satisfactory Australian Criminal History Check and an *Employee Working with Children Check* (in Victoria).

An International Police Check will also be required if you have resided continuously in an overseas country for 12 months or more in the last ten years.

Other important information

Djirra employees and volunteers are required to act in accordance with Djirra’s values and behaviours of:

- respect for people and culture
- trust
- integrity
- resilience; and
- empowerment

Djirra’s employees and volunteers are required to adhere to relevant policies and procedures including, but not limited, to:

- Code of Conduct Policy
- Occupational Health and Safety Policy
- Social Media Use Policy
- Privacy Information Policy
- Conflict of Interest Policy
- Volunteer Policy

Information about these policies is contained in Djirra’s Human Resources Policy Manual.

ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the Position Description and have read and understand its contents.

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| Employee name: | | |
| Employee signature: | | Date: / / |
| Manager’s name: | | |
| Manager’s signature: | | Date: / / |

HR CHECKLIST

- Return one copy of completed form and any attachments (e.g. current Organisation Chart) to the employee to keep.
- Place one copy of completed form and any attachments on the employee’s Performance File.
- Retain original completed form and any attachments on the employee’s Personnel File.

