PEOPLE EXPERIENCE ADMINISTRATOR
POSITION DESCRIPTION

Position Title:	People Experience Administrator
Responsible To:	Manager, People Experience
Council Portfolio	Corporate Services
Council Team:	People
Classification Level:	Salaried, Level 4

Overview of Portfolio

The Corporate Services Portfolio provides effective and efficient services and insights to strengthen and grow our organisational capability, and support a culture of accountability, transparency and innovation. Additionally, the Portfolio provides the key support functions to ensure Council's subsidiaries, the Adelaide Central Market Authority (ACMA) and Adelaide Economic Development Agency (AEDA), deliver their objectives in accordance with their respective Charters, statutory requirements and obligations.

Overview of Program

The People Team strengthens our organisation's capability to lead and deliver essential services for our community, corporate services for our organisation, and brilliant experiences in our City, by co-creating an environment where our people thrive, live our values, reach their potential, and learn and grow.

Key Relationships / Interactions

Internal	Employees across the People Program Directors, Associate Directors and Manager City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams
External	External Service Providers as appropriate Local Government Professionals SA Other Local Government Councils as appropriate Industry Bodies as appropriate



Primary Purpose	As part of the People Program and a member of the People Experience Team, the People Experience Administrator provides administrative support and adds value to the delivery, implementation and evaluation of our learning and development, culture and leadership, and employee recognition offerings. This role is integral is managing and maintaining the CoA's Success Factors (SF) systems relevant to the People Experience team.
Responsibilities	The People Experience Administrator is responsible for: • Managing our People Experience calendar and inbox, responding to customer requests with a collaborative approach and priority to customer commitment. • Managing and maintaining SF systems data, record keeping and reporting. • Working with and support subject matter experts across the organisation to organise and schedule online and face to face training as required. • Working with the team to create, implement and maintain new and existing online learning modules. • Ensuring all learning records are maintained in line with internal processes and legislative requirements. • Playing an integral role in the onboarding process ensuring all new employees have the right training and are aware of their development opportunities. • Managing the administration and support the logistics and implementation of corporate learning & development and leadership development sessions. • Supporting the delivery of our recognition programs including writing communications and assisting in event management (e.g. Annual Awards). • Playing an active role in drafting internal communications (e.g. The Next Edition, Leaders Digest), creating content and drafting articles. • Accessing and extracting reports from SF systems to support organisation-wide reporting requirements, including CEO KPI reporting. • Supporting the administration of PXT projects and priorities to ensure successful delivery. • Working across the People teams to ensure consistency in our people experience, identifying opportunities to improve processes and activities in line with the employee lifecycle.

Responsibilities for all employees:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing for self and others.
- Promptly report WHS incidents or near misses and use equipment, supplies, and personal protective equipment safely and responsibly.
- Adhere to security and safety requirements (physical and cyber) by following secure information/data handling practices and procedures that support and secure our systems.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Complete all mandatory training and ongoing professional development.



Position Criteria

Qualifications	A tertiary qualification (or working towards) in Learning and Development, Organisational Development, Human Resources or related field and/or commensurate demonstrated experience in lieu of formal qualifications.	**Essential**
Technical Knowledge & Experience	Experience in implementing systems or process changes with an understanding of continuous improvement cycles. Sound knowledge of the People Experience function and People Experience Commitment.	**Essential**
Financial Skills & Acumen	Understand how their role contributes to the overall success of the organisation, the City and the community.	**Essential**
Project Management	Well-developed project and coordination skills which underpin the timely delivery of projects and implementation of programs.	**Essential**
Change Management	A well-developed understanding of change principles and how they apply to engagement of key stakeholders and implementation of projects/tasks.	**Essential**
Innovation & Initiative	Demonstrates knowledge of customer needs and uses this information shape the delivery of projects and programs. Ability to develop creative solutions and achieve innovative outcomes that enhance the delivery of projects.	**Essential**
Resource Management & Decision Making	Proven ability to effectively manage own time and utilise allocated resources effectively Ability to prioritise and be flexible when responding to changing priorities and demands.	**Essential**
Customer Commitment & Integrity	Establishes and maintains effective relationships with customers and key stakeholders, inspires trust and respect Demonstrates a commitment to understanding the needs and priorities of key stakeholders. Interprets the interdependencies between projects and priorities in line with customer requirements and demonstrates willingness to work collaboratively and incorporate input from others.	**Essential**
Collaboration & Communication	Display an ability to perform duties without supervision and to work under pressure. Ability to be collaborative, enabling and solution oriented. Proven ability to build positive relationships and communicate with all levels of management and staff, stakeholders and our regulators verbally and in writing.	**Essential**
Administrative Skills	Ability to effectively manage time and priorities and keep appropriate records and documentation.	**Essential**



Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

	Achievement • Deliver what matters • Ensure clarity of direction and unity of purpose • Inspire excellence and strive for outstanding results
	Collaboration • Work together to build successful teams and partnerships • Be open, inclusive, and share knowledge • Seek, provide, and act on feedback
	Customer Commitment • Know your customers and put them first • Listen to and understand customer needs • Be responsive, close the loop and deliver on promises
	Integrity • Own your actions, successes and mistakes • Act with transparency, honesty, and respect • Do what you say you will do
	Innovation • Look for ways to improve and create positive change • Think broadly and take a wider viewpoint • Be responsive to new ideas and opportunities



Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	**Office Workstation**
Work Area	**Various**
Physical Demand Rating	**Very Light Work**

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	**Critical Range of Motion:** Shoulder to 90° flexion. **Lift Capacity:** Up to 2kg (ream of paper). **Push / Pull Force:** N/A **Environmental Factors:** Indoor. Carpet in most offices. Lift access in most buildings. **Task Rotation:** tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. **PPE:** Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR365).**

Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.