

Recruitment Officer

HEP Level 5

POSITION NUMBER	Various
ORGANISATIONAL UNIT	People & Culture
POSITION REPORTS TO	Recruitment Services Manager
OVERALL PURPOSE	<p>The overall purpose of the Recruitment Officer role is to provide efficient and effective recruitment administrative support to their designated client group by ensuring the attraction, selection, of qualified internal and external candidates meet their staffing needs.</p> <p>The Recruitment Officer will respond timely to recruitment queries from internal and external stakeholders and resolve onboarding issues faced by new hires joining the University.</p>
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ Works closely with all P&C staff including, Employee Experience, P&C Business Partners and Payroll as well as subject matter experts in order to provide effective support and guidance to stakeholders <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ◆ External suppliers and stakeholders as required
LOCATION/CAMPUS	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

ORGANISATIONAL UNIT

The People and Culture portfolio provides integrated human resources advice and support to the business areas of the University (our clients). Working closely with our clients, we deliver strategically-aligned workforce solutions in areas including change management, diversity and inclusion, organisational development, health and safety, industrial and employee relations, pay and benefits, remuneration and recruitment. The Recruitment stream provides specialist recruitment advice to our clients and delivers high quality administrative services for the recruitment and engagement of University staff and internal and external candidates.

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Responsible for responding to all queries received via email in addition to any recruitment related queries submitted to the Help Desk VU People First.
- ◆ Process all Job Requisition requests in the VU People First system, ensuring and verifying the details of each requisition, obtaining necessary approvals, and posting the job openings to the appropriate platforms.
- ◆ Prepare and generate job offers for selected candidates, ensuring all offer details are accurate and in line with VU policies.
- ◆ Provide administrative support including (but not limited to), end of year contracts, preparation of advertisement, peer review of letters of offer, formatting letters of offer, formatting of position descriptions and organising interviews.
- ◆ Provide consistent, accurate and timely advice relating to recruitment policies and procedures to hiring managers.
- ◆ Ensure all onboarding tasks are completed by new employees in a timely manner, including document submission, and any required compliance checks. Additionally, oversee the conversion of new hires to "pending workers" status in the VU People First system, ensuring the transition is smooth and completed on time.
- ◆ Contact hiring managers to address any issues or delays and ensure that new employees are fully prepared for their start date.
- ◆ Monitor, report, and address any issues related to the VU People System processes in the hiring of new employees and offers of employment.
- ◆ Contribute to the updating of recruitment related content on the internal and external recruitment webpage ensuring that process and information is current and aligns with contemporary practice.
- ◆ Ensure recruitment processes adhere to organisational policies and legal requirements (e.g., equal employment opportunity, data privacy laws, diversity and inclusion practices).
- ◆ Adhere to and cooperate with all OHS policies and procedures of the University

TYPICAL/MAJOR CHALLENGES

- ◆ Providing high-quality and timely advice on recruitment matters to a range of internal and external stakeholders ensuring clarity and effective communication
- ◆ Demonstrating flexibility and agility to adapt to changing priorities and demands.
- ◆ Ensuring positive candidate experiences during the recruitment process, from application to offer stage, is crucial. Ensuring that all hiring practices comply with local labor laws, equal employment opportunity regulations, and internal company policies.
- ◆ **Maintaining skills and knowledge of the evolution of recruitment tools, platforms, and technologies (e.g., Applicant Tracking Systems, AI-driven recruitment**
- ◆ Applying standard recruitment policies and procedures to proactively address stakeholders queries.

LEVEL OF SUPERVISION

Operates under routine supervision/general direction from Recruitment Lead and may be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Knowledge and understanding of recruitment policies and procedures (including appointment documentation) and talent management practices
- ◆ Experience in interpreting industrial instruments, HR policies and procedures and associated systems
- ◆ Knowledge of University operations, governance and decision making processes, including quality assurance policies and procedures and other relevant legislative requirements.
- ◆ Experience in engaging with and supporting a range of stakeholders including those at a senior level.

KEY SELECTION CRITERIA

Essential

1. Knowledge or Training Equivalent to: Completion of a degree without subsequent relevant work experience; or completion of an associate diploma and at least 2 years subsequent relevant work experience; or completion of a post-trades certificate or advanced certificate and extensive relevant experience as a technician; or an equivalent combination of relevant experience and/or education/training
2. Experience in working in relevant areas of HR and recruitment with a strong customer engagement focus
3. Demonstrated **experience using a HRIS, Applicant Tracking Systems (ATS)** and other digital recruitment platforms.
4. **High attention to detail when reviewing candidate applications, preparing job offers, and ensuring compliance with organisational policies and legal requirements.**
5. **Demonstrated high level organisational skills including the ability to co-ordinate tasks, meet tight deadlines, determine priorities, take initiative and work under limited direction**

6. **Strong verbal and written communication skills, with the ability to interact effectively with internal stakeholders, candidates, and external partners. Knowledge of and commitment to promoting diversity and inclusion in recruitment practices.**
7. **Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OHS and Anti-Discrimination responsibilities and complete/attend relevant training.**

Desirable

1. Knowledge and experience of Higher Education and/or TAFE sectors.
2. Experience using Ascender and HCM

*Denotes position