

People and Culture Officer

Start Date	Immediate	Duration	Long Term
Office Location	Brisbane	Reports To	People and Culture Senior Manager

Palladium is a global development and consulting firm, part of the GSI Consulting Group, working alongside some of the world's leading project management and engineering organisations. We partner with governments, businesses, investors and communities to design and deliver complex programs that create lasting impact. With a presence across more than 90 countries, Palladium offers the opportunity to work on meaningful challenges, alongside talented colleagues, in environments where your work can truly make a difference.

Program Overview

The Pacific Australia Labour Mobility (PALM) scheme is a signature initiative for the Australian Government that enables workers from 9 Pacific Island Countries (PICs) and Timor-Leste to work in priority sectors in Australia. The Pacific Labour Mobility Support Program (PLMSP) builds on the successes of the Pacific Labour Facility (PLF) program, with a renewed focus on the provision of tailored support to worker sending countries to address their specific needs and priorities. Palladium is contracted to deliver PLMSP on behalf of Department of Foreign Affairs and Trade (DFAT).

PLMSP's role is to provide DFAT and governments in 9 PICs and Timor-Leste with support to enable workers to access PALM scheme in inclusive ways that maximise the benefits for the workers and national economies while minimising risks from labour mobility participation. PLMSP's primary functions include capacity building for PALM scheme labour sending units; skills development and training for PALM workers; support for returning PALM workers and their families; information system management; monitoring, evaluation, research and learning; and communications.

Purpose of Position

The **People and Culture Officer** is responsible for providing operational and administrative support across the employee lifecycle to enable efficient, accurate and compliant people and culture operations across the program.

The role operates as part of a small People and Culture operations team, with Officers collectively responsible for delivering core employee lifecycle functions including recruitment administration, contracting, staff movements, payroll and time administration, and employment-related insurance.

Each Officer holds a defined specialty area while working collaboratively to ensure continuity, quality and service coverage across all people and culture operations.

Primary Responsibilities

The primary responsibilities of the **People and Culture Officer** can be broadly described as follows:

- Provide operational and administrative support across the employee lifecycle, ensuring people and culture processes are delivered efficiently, accurately and in line with organisational and donor requirements.
- Work as part of a team of People and Culture Officers to collectively deliver employee lifecycle operations, supporting continuity and knowledge sharing across specialty areas.
- Take lead responsibility within an allocated specialty area, which may include recruitment administration, payroll and time administration, contracting and staff movements and staff benefits.
- Support the administration of recruitment processes, including advertising, scheduling, due diligence checks, contract preparation and ensuring candidates meet DFAT and Palladium compliance requirements.
- Administer employment contracts, contract variations, extensions and staff movements across countries, ensuring accurate documentation and timely processing.
- Support payroll and time administration processes, including timesheet coordination, payroll inputs, data reconciliation and responding to payroll-related queries.
- Coordinate staff onboarding, mobilisation and off-boarding processes, working closely with People and Culture Coordinators, managers and relevant corporate teams to ensure smooth transitions.
- Support the administration of employment-related benefits and insurances, including medical insurance and other staff entitlements, as relevant to the role's specialty area.
- Maintain accurate, complete and up-to-date employee records across Palladium and project HR systems, with a strong focus on data integrity and compliance.
- Respond to routine people and culture queries from staff and managers, escalating more complex or advisory matters to People and Culture Coordinators or managers as appropriate.
- Provide general operational support to the People and Culture team, including inbox management, preparation of routine communications, reporting and maintenance of registers, procedures and guidelines.

Other Responsibilities

- Other tasks as reasonably requested by the People and Culture Senior Manager.
- Willingness to travel occasionally, if required.
- Advocate for Australian development priorities.
- Foster equality, diversity and inclusion, drawing on capabilities from within the country/region wherever possible.
- Comply with, and advocate for, DFAT's policies in all aspects of implementation, including gender, disability, fraud and anti-corruption, PSEAH, child protection and environmental and social safeguards. This includes incorporating policy principles into planning and everyday work, promoting

process improvements, and reporting concerns to your Line Manager or Palladium's Integrity Hotline (details on Palladium website).

- Operate with high levels of integrity, consistent with the intent of DFAT's Ethics, Integrity and Professional Standards Policy Manual.

Relationships, Communication & Development

- Develop and maintain professional, respectful and effective working relationships with colleagues, managers and stakeholders across the program.
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- Work collaboratively with other People and Culture Officers to ensure coordinated service delivery and shared responsibility for employee lifecycle operations.
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- Accept and value constructive feedback, support the onboarding and training of peers and contribute to a positive team culture.
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- Support continuous improvement by identifying opportunities to strengthen processes, systems and ways of working.

Reporting Requirements

This role reports into People and Culture Senior Manager. Reporting requirements may include but are not limited to:

- Attendance at team meetings, other requested meetings and regional meetings (e.g. townhalls).
- Regular (minimum of monthly) one to one meetings with your line manager on the status of personal Key Result Areas (KRAs), career development discussions and any other matters.
- Palladium encourages flexible work practices to enhance wellbeing, productivity and team culture. For this role, we require that employees maintain an in-office presence for at least 50% of their working week. For example, if an employee works five days a week, they must spend at least three days physically in the office.

Qualifications and Experience Required

- Relevant qualification in human resources, business or a related discipline, or an equivalent combination of relevant experience and education.
- Demonstrated experience in an HR administration, people operations or similar role, supporting employee lifecycle processes in a busy or complex environment.
- Experience working with HR information systems and managing employee data with a strong focus on accuracy and compliance.
- Demonstrated ability to manage competing priorities and deliver operational tasks to deadlines.
- Well-developed communication and interpersonal skills, including the ability to communicate effectively in a cross-cultural environment.

- Experience working as part of a team delivering shared services or operational support is highly desirable.
- Proficiency in Microsoft Office applications and web-based systems.
- Due to the evolving nature of the program, the incumbent may be required to undertake additional duties within their capability and experience to support the ongoing success of the program.

Core Capabilities

Palladium's *Core Capability Framework for APAC Projects* outlines the standard of performance and behaviours expected at each level within the organisation. It also provides a benchmark for assessing areas of potential strength as well as the identification of potential skill gaps or areas for development and improvement.

The Capability Framework forms the basis of how we recruit, how we lead and the behaviours we exhibit, how we manage performance excellence and develop our future workforce.

Our capabilities link to a number of other processes, policies and guidelines including:

- Performance management/ performance excellence - setting and maintaining standards and helping employees excel and develop
- Career Pathways including our Career Progression Framework
- Organisational design – identifying any skills gaps, outlining job roles and responsibilities
- Development, growth, learning, and training
- Sustainable business – going beyond compliance to ensure sustainable and ethical considerations are woven throughout everything we do. This aligns equity, diversity and inclusion; safeguarding; and environmental objectives