

POSITION DESCRIPTION

Position:	HR Administrator
Reports To:	HR Business Partner
Direct Reports:	nil
Status:	Part time (FTE 0.8)
Location:	East Melbourne/Hybrid.
Grade:	SCHADS Level 3 + super + salary packaging + additional weeks leave + annual leave loading 17.5%

ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centered, integrated and culturally responsive family violence services to people from migrant and refugee communities across Victoria. We have assisted over 30,000 women and children experiencing family violence throughout our 40+ years of operation, providing a holistic service that centers the experiences of victim-survivors in everything we do.

inTouch works across the family violence continuum, providing culturally informed early intervention, case management, perpetrator programs, legal advice, crisis recovery and enhanced capacity-building across the sector and community. We are proud to provide high-level leadership and guidance to all levels of government with our evidence-based, victim-survivor informed advocacy and policy work.

Our services include:

- An accredited community legal centre working at the intersection of Family Law and Migration Law
- Learning and development programs for family violence providers and multicultural organisations to build their knowledge and skills when supporting women from refugee and migrant communities
- Case management that encompasses a first-hand understanding of the migration journey and unique cultural barriers women may face when seeking assistance
- Post-recovery initiatives for victim-survivors, focusing on economic independence, social and family connection and emotional wellbeing
- Prevention projects and resource development for migrant and refugee communities
- Programs focusing on trauma and culturally informed perpetrator intervention.

We are a unique and vital service, with specialist expertise working with people of migrant and refugee backgrounds. This is reflected in our workforce, which is comprised primarily of people who are migrants and refugees themselves – the inTouch team is from over 20 different countries and communities globally.

You can view inTouch's 2022-2025 Strategic Plan [here](#).

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POSITION SUMMARY

The HR Administrator provides essential administrative and operational support across the HR function at inTouch. Working closely with the HR Business Partner, the role assists with core people-related processes, HR record management, recruitment coordination, onboarding and offboarding support, documentation preparation, and general HR administration.

The HR Administrator contributes to the smooth delivery of HR services by ensuring accurate data entry, timely processing, and consistent compliance with organisational policies, procedures, and relevant employment legislation. This role is key in supporting the efficiency of HR operations and providing a positive employee experience across the organisation.

KEY RELATIONSHIPS

Internal	Maintain strong, collaborative relationships with all inTouch staff, including leadership, inTouch Board, NOOR Survivor-Advocates, students and volunteers to support cohesive team dynamics and effective, client-centered, program execution.
External	Cultivate and sustain positive relationships with a broad network of stakeholders, including inTouch clients, specialist family violence services, refugee, migrant, and multicultural community organisations, government agencies, academic institutions, and funding partners.

POSITION ACCOUNTABILITIES

HR Administration & Support

- Provide day-to-day HR administrative support to the team.
- Prepare employment-related documentation including contracts, contract variations, position descriptions, letters, and onboarding packs.
- Maintain accurate and up-to-date HR files, ensuring compliance with internal record-keeping requirements.
- Support the preparation and collation of HR reports, data, and metrics as requested.
- Assist with monitoring HR inboxes and responding to basic queries, escalating where required.
- Update HR systems, databases, and registers to ensure accuracy and alignment with current information.
- Assist with end-to-end recruitment administration including posting job ads, scheduling interviews, preparing interview documentation, and coordinating candidate communications.
- Complete pre-employment compliance checks (e.g., police checks, WWCC, VEVO) including for Students and Volunteers
- Prepare and distribute onboarding documentation and ensure new starter records are complete.
- Support the coordination of induction processes and set-up tasks for new employees.
- Prepare and process employment changes (extensions, variations, credential updates).
- Coordinate staff exit administration including offboarding checklists documentation, and system record updates.
- Assist with organising and scheduling internal and external training activities.
- Support compliance audits by ensuring all required employee, student and volunteer documentation, credentials, and licences are current and updated.
- Provide administrative support for HR projects and initiatives led by the HR Business Partner (e.g., policy updates, system improvements, wellbeing initiatives).

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- Assist with preparing presentations as requested.
- Support the roll-out of HR processes and communications to staff.

PEOPLE MANAGEMENT

NA

DELEGATION OF AUTHORITY

The incumbent must operate at all times within inTouch's Delegation of Authority and ensure that all decisions and actions align with the responsibilities outlined in the current schedule.

KEY SELECTION CRITERIA

Essential

- Experience in an administrative, HR assistant role.
- Strong attention to detail and accuracy in documentation and data entry.
- Ability to manage priorities and meet deadlines in a busy environment.
- Good communication and interpersonal skills.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Proficiency with Microsoft Office and willingness to learn HR systems.

Desirable

- Familiarity with SCHADS Award or similar industrial instruments.
- Experience working with NFP

SPECIFIC RESTRICTIONS/ CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours.
- Must hold a current Victorian car license
- Must be physically capable to carry out administrative duties, including extended periods of computer use

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.
- inTouch has a smoke-free workplace policy.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in day-to-day work in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply specialist knowledge in the review and maintenance of inTouch policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous

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CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Employee Union Collective Agreement and is negotiable depending on experience.
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments.
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy.
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply.
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national criminal records check, working with children check, proof of identify and qualifications.
- Signing a Confidentially Agreement is a personnel requirement of inTouch.
- The successful applicant will initially be engaged for a probationary period of six months.
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition.

PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

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