



TRIM: D26-10635

Position description

Position title:	HR Administration Officer
Position number:	20021660
Position level:	APS 5
Salary:	\$90,821 to \$98,219 plus 15.4% superannuation
Employment type:	Full-time, non-ongoing for a period of 12 months with the possibility of extension
Reporting to:	Director, HR
Location:	Australian Commission on Safety and Quality in Health Care 255 Elizabeth Street, Sydney

Overview of the Commission

The Australian Commission on Safety and Quality in Health Care (Commission) leads improvements in the safety and quality of health care so all Australians receive better care, everywhere. It works in partnership with patients, carers, clinicians, the Australian, state and territory health systems, the private sector, managers and healthcare organisations to achieve a safe, high-quality and sustainable health system.

Key functions of the Commission include developing national safety and quality standards, developing clinical care standards to improve the implementation of evidence-based health care, coordinating work in specific areas to improve outcomes for patients, and providing information, publications and resources about safety and quality.

The Commission works in four priority areas:

- High-quality care in an evolving environment
- Strong outcome – focused clinical governance
- Empowered patients, carers and communities
- An improvement – driven workforce culture.

The Commission is an inclusive workplace, and we welcome and encourage applications from candidates with diverse backgrounds and experiences. We encourage everyone to be themselves without fear of discrimination or judgement about their ancestry, age, gender identity, religion, sexual orientation, cultural background and/or disability status.

Overview of the program

The Commission's Human Resources (HR) team is a small, dynamic, multi-functional team that is responsible for the delivery of HR services across the organisation. The team is comprised of HR generalists requiring expertise, skills and knowledge across all HR functions in order to achieve excellence in HR service delivery.

The HR Administration Officer will work closely with other members of the HR team to support the delivery of day-to-day HR services. The role will provide timely and accurate guidance on routine HR matters, coordinate a range of HR administration and recruitment activities, and contribute to maintaining effective HR operations. The HR Administration Officer will deliver excellent customer service by responding to staff enquiries and supporting HR processes in line with legislation and policy.

Position duties and responsibilities

1. Provide administrative support across key HR functions, including recruitment, employment conditions, workplace relations, payroll, WHS, commencement and separation processes, and general HR operations.
2. Manage end-to-end recruitment administration including preparing position documentation, arranging advertising, supporting selection panels and preparing recruitment documentation.
3. Monitor and manage the HR inbox, responding to staff enquiries and ensuring timely, accurate and customer-focused advice.
4. Co-ordinate onboarding and induction processes for new staff.
5. Maintain accurate personnel and recruitment records including updating checklists, registers and systems.
6. Assist managers with a range of staffing and workforce administration tasks.
7. Prepare accurate and clear written material, such as employment documentation and correspondence, guidance documents and intranet content.
8. Undertake research, data gathering and analysis to support the development of HR processes, tools and projects.
9. Undertake procurement activities related to the HR function.
10. Other duties as required including supporting HR initiatives and projects and providing assistance to the Commission's corporate functions, such as assistance with reception duties.

Skills and knowledge required

The successful candidate will have:

- Highly developed time management and organisational skills
- Excellent accuracy and attention to detail
- Well-developed written and verbal communication skills, including the ability to prepare clear documentation and respond to routine HR enquiries
- Strong customer service skills with the ability to build effective working relationships
- Sound analytical and research skills to support HR processes and identify issues, escalating complex matters where appropriate
- Ability to work collaboratively within a small team and contribute to a positive workplace culture
- A can-do, professional and positive attitude
- Knowledge of government processes and procedures.

Qualifications and experience

The successful candidate will have:

- Experience supporting recruitment processes and/or delivering generalist HR support in a busy HR environment
- Experience in providing high quality administrative assistance and corporate support
- Experience handling confidential information and working with sensitive matters
- Experience coordinating tasks or supporting small projects or initiatives
- Qualifications in HR (desirable)
- Experience working in the APS or a small APS agency (desirable).

Selection criteria

1. Demonstrated experience providing HR administration or generalist HR support.
2. Well-developed written and verbal communication skills, with the ability to provide clear and accurate guidance on routine HR matters and prepare a range of HR documentation.
3. Strong interpersonal and customer service skills, with the ability to work collaboratively and build effective working relationships with a variety of stakeholders.
4. Sound analytical and research skills, including the ability to gather information, identify issues and apply sound judgement to routine matters.
5. Demonstrated ability to contribute to the development, implementation or review of HR policies, procedures or HR-related initiatives and projects.

To apply

To apply for this position, please complete and submit an application form through <https://www.safetyandquality.gov.au/careers> and upload:

- A CV summarising your relevant experience, qualifications and referee details (one of which must be your current supervisor).
- A statement addressing your suitability against each of the selection criteria (no more than 200 words per selection criteria).

Applications are due by **11.59pm Australian Eastern Standard Time (AEST) Sunday 29 March 2026**.

Candidates must be Australian citizens to be eligible to apply.

Please note: This position will be offered in a hybrid model of office based (Sydney) and working from home, where operationally feasible. A regular weekly presence in the office is required.

Selection process

The selection process is commonly made up of several forms of assessment, such as review of written applications, interviews, work sample tests, and referees checks. However appointments may be made based on assessment of written applications and referee checks only.

The Commission provides reasonable adjustments such as access, equipment or other practical support at relevant stages of the recruitment process. Please inform the Commission of any reasonable adjustments that could be considered in conjunction with your application.

RecruitAbility

RecruitAbility is a scheme which aims to attract and develop applicants with disability and also facilitate cultural changes in selection panels and agency recruitment.

The Commission is committed to supporting the employment and career development of people with disability. Our participation in APS RecruitAbility means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into RecruitAbility and meet the minimum requirements for the vacancy.

How do I opt into RecruitAbility?

You will be asked to indicate if you wish to opt into RecruitAbility in the application form. You must tick the 'opt in' box to participate in RecruitAbility. Simply declaring that you have a disability will not automatically include you. More information on RecruitAbility can be found here: [RecruitAbility scheme: A guide for applicants](#)