

ARPC Position Description

Role title:	Manager HR Services		
Function:	Human Resources	Classification broadband:	EL1
Location:	Sydney	Security clearance:	Baseline
Role reports to (role title):	Executive Manager Human Resources		
Direct reports (role titles):	EL1 supervises the HR Coordinator for work instruction		

Purpose of the role (Why the role exists; how the role contributes to the ARPC’s strategic objectives)

The Manager HR Services is responsible for delivering end-to-end HR operational services across the employee lifecycle. This includes recruitment, onboarding and offboarding, employee movements, HR systems, and first-line employee relations and WHS support.

Reporting to the Executive Manager Human Resources, the role ensures HR operations are efficient, consistent, and compliant with ARPC policies and legislative requirements. The role also supports leaders and employees by providing practical, timely advice and contributing to a positive, compliant employee experience.

Key accountabilities (Key activities, tasks and outcomes to be achieved)

- The role acts as a trusted HR and WHS advisor to leaders and employees, modelling ARPC Values and the Capability Framework.
- 1. Recruitment Operations**
 - Manage end-to-end recruitment processes, ensuring efficient, high-quality, merit-based hiring outcomes.
 - Develop and implement ARPC’s talent acquisition approach, including:
 - talent pipelines
 - workforce-aligned sourcing strategies
 - candidate experience standards
 - diversity and inclusion practices
 - employer branding
 - Maintain accurate and compliant recruitment documentation, workflows, and position description repositories.
 - Provide advice to leaders on recruitment and selection, including legislative and policy requirements.
 - Monitor recruitment data and trends to inform workforce planning and capability needs.
 - 2. Onboarding, Offboarding and Movements**
 - Oversee onboarding, induction and offboarding processes to ensure a consistent and engaging employee experience. Partner with people managers and business SMEs to deliver effective induction content.
 - Prepare employment documentation including letters, and variations.
 - 3. Employee Relations (ER)**
 - Provide advice (in partnership with the Executive Manager HR) on first-line ER matters including performance, conduct, grievances and complaints.
 - Manage low to medium complexity ER cases and appropriately escalate higher-risk matters.
 - Ensure ER documentation meets governance, audit and regulatory requirements.
 - Support Enterprise Agreement interpretation and administration.
 - Contribute to Enterprise Agreement planning, review and renegotiation, including engagement with internal and external stakeholders (e.g. AGS, APSC, Fair Work).
 - 4. Work Health and Safety (WHS)**

- Support the management of the WHS framework, ensuring compliance with the WHS Act 2011, Comcare requirements and internal governance.
- Oversee WHS procedures, documentation, incident management workflows and corrective actions.
- Advise managers on workplace hazards, psychological safety risks and incident response, in collaboration with Risk.
- Monitor WHS metrics and contribute to reporting to governance bodies.
- Integrate WHS responsibilities into HR operations, learning and communications.
- Contribute WHS input into enterprise risk management activities.

5. HR Operations, Governance and Reporting

- Lead the annual HR operations calendar, ensuring delivery of:
 - compliance reporting
 - cyclical HR processes (e.g. probation, performance, WFH reviews)
 - policy reviews
 - workforce and WHS reporting and analytics
- Maintain HR and WHS risk register items, ensuring mitigation strategies are implemented and monitored.
- Ensure all HR records are managed in line with privacy and information governance requirements.

6. HR Service Delivery and Employee Experience

- Lead the delivery of consistent, high-quality HR services, supported by the HR Coordinator.
- Oversee enquiry management, documentation standards and service responsiveness.
- Monitor HR service performance and identify opportunities for continuous improvement.
- Enhance employee experience through timely, accurate and values-aligned HR support.
- Use feedback and data insights to improve service delivery.

7. HR Systems and Data (HRIS)

- Oversee HRIS functionality across recruitment, onboarding, lifecycle management and WHS.
- Ensure system integrity, including workflows, permissions, controls and data quality.
- Deliver accurate HR data, reporting and insights to support decision-making and corporate reporting.
- Work closely with the HR Coordinator to maintain system effectiveness and compliance.

8. Other Responsibilities

- Contribute to executive and Board reporting.
- Identify and drive continuous improvement across HR practices and processes.
- Lead or contribute to organisation-wide initiatives as required.

Working relationships (key stakeholders, clients, customers, suppliers, providers, consultants, etc.)

Build and maintain strong relationships within:

- **Internal** relations with
 - All members of the ARPC team
- **External** relationships with
 - Vendors and partners

Person specification

Qualifications and experience

Qualifications (indicate whether mandatory or desired)

- HR or related tertiary qualification OR equivalent experience — *Mandatory*
- AHRI Certified Practitioner (CPR) or working towards — *Desired*.
- Qualifications in WHS, HR operations/service management or ER — *Desired*

Experience (minimum type and level of experience required to perform the role)

- Experience in HR operations and/or HR business partnering - *Mandatory*
- Experience managing and administering HR Information Systems (HRIS), including workflows, data integrity and reporting - *Mandatory*
- ER case management experience - *Desired*
- WHS governance or operational support - *Desired*
- Experience in a regulated or APS environment - *Highly desirable*
- Experience managing recruitment and employee lifecycle processes - *Desired*

Key legislative / regulatory role responsibilities

Public Interest Disclosure Act 2013 (PID Act)

- ARPC staff must assist the ARPC CEO (or delegate) and/ or the Commonwealth Ombudsman in the conduct of a PID investigation.

Privacy Act 1988

- ARPC staff must adhere to the Australian Privacy Principles and the ARPC Privacy Policy and report any privacy breaches by any employee or contractor to the Privacy Officer / or Privacy Champion, as soon as they become aware of them.

Freedom of Information Act 1982 (FOI Act)

- ARPC staff are responsible for notifying and supporting the Information Public Scheme (IPS) Team to ensure published website Information is accurate, up-to-date and complete.
- ARPC ‘owners’ of website content are required to review content on their page(s) at least annually.

Work Health & Safety Act 2011 (WHS Act)

- All workers, including senior managers and executives, have duties under WHS Act.
- These duties include taking reasonable care for our own psychological and physical health and safety and that your actions or omissions do not adversely affect the health and safety of other persons.

Technical capabilities (skills, knowledge, technical or specialist capabilities)

- Knowledge of employment law, WHS legislation and regulatory frameworks
- HR operations capability across recruitment, lifecycle, systems and documentation
- Front-line ER case management capability
- Exposure to Workplace Health and Safety in a relevant or similar workplace
- Excellent analytical skills with ability to derive insights from HR data.
- Excellent written communication, including drafting letters, policies and case documentation.
- Ability to maintain strong internal relationships and influence leaders.
- High attention to detail, strong judgement, and commercial/operational acumen
- Ability to work autonomously as a subject matter expert.
- Courteous assertiveness and professional resilience

Authorities	Limits/ type
Financial delegations:	As per ARPC Delegations Policy
HR delegations:	As per ARPC Enterprise Agreement
Declared Terrorist Incident (DTI) and Declared Cyclone Event (DCE):	As per ARPC Event Response Policy

Additional requirements

Nil

ARPC Values

- | | | | |
|-------------|-----------|-----------|-------------|
| • Integrity | • Respect | • Service | • Wellbeing |
|-------------|-----------|-----------|-------------|

ARPC Capabilities (Integrated Leadership System)

ARPC Capabilities describe behavioural expectations for all employees, by classification broadband.

- Shapes strategic thinking
- Achieves results.
- Supports/cultivates productive working relationships.
- Exemplifies personal drive and integrity.
- Communicates with influence.

Refer to ARPC's intranet for detailed information on each of the capability areas.

Prepared by: (Name & Position)	Deborah Mellick, Executive Manager Human Resources (Interim)	Date:	April 2026
Roles up to & incl. EL1 are to be approved by the respective Senior Executive:	Victoria Simpson, Chief Operations Officer	Date:	April 2026