

Role Description

Corporate Services & HR Specialist

Team:	People, Engagement & Compliance
Reports to:	Group HR & Corporate Services Officer
No. direct reports:	Nil
Location:	Hybrid: Sydney CBD + Working from Home
Employment type:	Full-time
Requirement:	Australian Citizenship or the right to work within Australia

1. Purpose of the role

This role is pivotal in offering essential assistance to the People, Engagement & Compliance team, as well as the broader organisation. It ensures the implementation of best practices in business services, people & engagement and office management, thereby bolstering the operations of Corporate Carbon's diverse business ventures and interests. As a stand-alone role, it is uniquely positioned to make a varied and significant impact across the company.

2. Key accountabilities

- **Office management and administration**– Support and take ownership of the day-to-day physical and virtual office management requirements including systems, IT coordination, resources, logistics, facilities management, company mail, insurance requirements and policies, registrations, and coordination and execution of documentation.
- **Human Resources advisory** – Provide advice on process, policy and documented best practice to line managers and staff as required.
- **People and culture** – Assist with recruitment, onboarding, induction, WHS (including Warden duties), payroll and other HR administration. Coordinate staff events, training and internal communications.
- **Procurement** – Research and oversee the purchase of office and project equipment, services and supplies for the Sydney CBD office and virtual office requirements. Prepare and action inventories, KYC due diligence and compliance checklists, asset registers, cost analysis and reports as required.
- **Policies, processes and procedures** – Assist in the development, improvement, implementation and review of operational policies, processes and procedures to meet Company and regulatory requirements. Help develop and implement compliance and risk registers and procedures. Keep abreast of internal and regulatory changes and communicate changes to the relevant stakeholders, as required.



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- **Engagement, marketing, legal and communications** – Assist with presentations and reports, marketing, and promotional materials. Assist with the coordination of public facing events and sponsorship, government submissions, grants, and tenders, as required.
- **Relationships** – Be the first and key point of contact for internal and external business services support. Develop and maintain relationships with relevant Corporate Carbon staff and contractors, and external stakeholders including government agencies, industry bodies and external service providers.
- **Team support** – Executive support, as required. Support the Company’s finance staff to coordinate company banking access and account administration, and account set ups, as required.
- **Other ad hoc business support** – As required.

3. Key challenges

- **Delivery** - A broad and continually evolving range of business support services to be delivered to an excellent standard of work, often with unavoidable constraints.
- **Responsiveness** – Maintaining accuracy and attention to detail, often while under pressure and working to tight deadlines, will be vital to success.
- **Prioritisation** - In a rapidly growing company and sector, negotiating and juggling priorities on what is important to deliver will be necessary.
- **Collaboration** - With a geographically dispersed workforce and stakeholders, connections and relationship building will often happen remotely.
- **Complexity** - Navigating complex regulatory and compliance requirements, building knowledge in these areas will be important.

4. Key relationships and stakeholders

Stakeholder	Internal or external
Corporate Carbon directors, staff and contractors	Internal
Accounts payable suppliers and accounts receivable clients	External
Government and industry bodies	External
Facilities management and other external contractors	External

5. Knowledge and experience

- Qualifications in business administration, communications or equivalent and / or least 3-5 years’ experience in a business services, HR, administration and/or operations role.
- Demonstrated experience in administration, operations and business analysis, compliance, WHS, HR and communications processes and systems.



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- Advanced level Ms Office 365 applications.
- Exposure to and / or relevant experience in HR systems, website and social media platforms, project management principle and other relevant business applications.

6. Key capabilities

- **Relationships** – Facilitates collaboration and identifies and overcomes issues with relationships and collaboration.
- **Communication** - Able to communicate complex or sensitive information, adapt communication styles for different people.
- **Deliver results** - Ensure required resources, expertise and support is provided, that people understand the impact of their work, identify and communicate changed priorities and monitor delivery.
- **Solve problems and make decisions** - Uses research and analysis to identify problems, work through issues, consider alternatives and take appropriate action. Recognises and celebrates initiative to solve problems.
- **Technology, systems and processes** - Leverages the potential of technology, implements systems, processes and business improvements.
- **Regulation, compliance and risk** - Applies regulatory and compliance requirements to day-to-day work.
- **Personal impact** - Acts as a role model and sets an example of positive impact on workplace culture.
- **Strategic partnerships** - Engages strategic partners in projects and work. Creates a network outside of Corporate Carbon.

7. Attributes

- **Accountable** – Take responsibility for own performance, initiative, actions, impact on others and team performance - and encourage this in others.
- **Adaptable** – Embrace change and flexibility, demonstrate comfort with ambiguity and complexity, and support others through transition. Maintaining calmness and persistence in the face of challenge or adversity, adjust and bounce back from challenging experiences.
- **Striving** – Show drive and motivation in the interests of the business and clients, identify opportunities, are proactive around improvements, focus on goals and prioritise work for the greatest impact. Takes reasonable and well calculated risks in the interest of the business and within parameters and seek out boundaries when unsure.
- **Imaginative** – Look for possibilities and opportunities for creative solutions, show curiosity and openness to new ideas, and think outside the box.
- **Authentic** - Communicate honestly and openly, maintain integrity, express own views and align intent with impact. Apply high standards of ethical behaviour and demonstrates our values.



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8. Decision making

- Plan, lead and organise work to achieve agreed business objectives and performance criteria, within approved work plans.
- Acting autonomously and being proactive to deliver on priorities, referring matters requiring a higher level of approval to the line manager.