



People and Culture Coordinator
Grade 3.1

Version 2.0		
Approved by People and Culture Manager	<i>GMaguire</i>	21 July 2026
Approved by Director		
Approved by Chief Executive Officer	<i>XMellis</i>	21 July 2026

THE SHRINE OF REMEMBRANCE

The Shrine of Remembrance is Victoria's pre-eminent memorial to the service and sacrifice of Australians in times of war and peacekeeping. It is a building with a soul, featuring the stories of extraordinary people whose efforts and experiences helped shape, and continue to shape, our nation.

A Melbourne icon, the Shrine is consistently ranked among the nation's leading visitor attractions. A nationally significant museum beneath the memorial supports enhanced exhibition, education and learning programs to engage over one-million people each year.

CHARTER, PURPOSE, VISION, MISSION AND VALUES

Charter

The objectives of the Shrine of Remembrance are defined in the Shrine of Remembrance Act (1978), as are the duties of the Trustees, which are:

1. Responsibility for the care, management, maintenance, preservation of the Shrine of Remembrance;
2. The development, promotion, management and the staging of ceremonial activities and events to commemorate the service and sacrifice of Victorians and Australians in war, conflict, peacekeeping and peace-making, including, but not limited to, wreath laying and other ceremonial or commemorative activities; and
3. The development, promotion, management and implementation of public programs to inform, education and promote understanding among Victorians and visitors about the history, experience, service and sacrifice of Victorians and Australians in war, conflict, peacekeeping, and peace-making, including, but not limited to, exhibitions, lectures, publications, school learning and outreach programs.

Purpose

To honour the service and sacrifice of Victorians and Australians in war, conflict, peace-making and peacekeeping.

Vision

To be the most special place at which to reflect on the way of life we value, defended by the service of so many.

Mission

We will memorialise those who have served in war, peacemaking and peacekeeping, engaging through education and storytelling. We will be acknowledged for our leadership and cultural significance.

Values

The Shrine will adhere to, and be known for, the values of integrity, loyalty, service, respect and inclusion.

THE OPPORTUNITY

The People and Culture Coordinator (P&C Coordinator) is an important member of the People and Culture team and provides a range of high quality, accurate and timely HR Advice, and is a key contributor in developing and exemplifying standards of delivering effective and

compliant administration and support services to both internal and external stakeholders in accordance with relevant Shrine Policies and organisational directives. This position will be required to deliver exceptional customer service and to build strong working relationships across the organisation and to positively promote the organisation.

ORGANISATIONAL RELATIONSHIP

The P&C Coordinator works with (and reports to) the People and Culture Manager (P&C Manager). The role also works collaboratively with other staff, managers, and volunteers across the organisation.

DUTIES SPECIFIC TO THE POSITION

Under the direction of the P&C Manager:

- Act as a trusted advisor and provide general advice on workplace relations matters including the interpretation of applicable acts, industrial agreements and workplace legislation.
- Providing guidance on contemporary HR practice in the development, application and evaluation of Shrine policies, procedures, and guidelines.
- Maintain training register and coordinate compliance training with the assistance of P&C Manager and directorate Managers.
- Assist in the application of the performance development & review system and provide organisational support as required.
- Process and oversee compliance for Police and Working with Children Checks.
- Prepare Agendas and Minutes for meetings as required.
- Work closely with the P&C Manager to ensure the administrative and reporting needs are met in a timely and efficient manner.
- Assist in the development of standardised position descriptions and ensure appropriate review and update.
- Deliver excellent levels of customer service as a telephone and email point of contact, as required.
- Assist in the coordination of all aspects of the employee lifecycle including the end to-end recruitment process.
- Update and maintain HR records and databases, complying with administrative systems and processes, to ensure that all information is current, accurate, accessible and stored correctly Identify, analyse and recommend continuous improvement in HR and coordinate the delivery of projects to improve the delivery of P&C initiatives and services.
- Provide backup coverage for our outsourced payroll operations during staff absences or as required.
- Undertake identified projects as required within the scope of the position.
- Ensure that confidentiality with respect to all HR processes and information is always maintained.
- Any other duties as directed by the P&C Manager within known skills, knowledge, and capabilities.

KEY OUTCOME AREAS

- The Shrine is positioned and regarded as a desirable and responsive employer providing a safe place of work that understands and provides -within its capacity -for the needs for the wellbeing of its workforce.
- The Shrine establishes and maintains HR practices consistent with contemporary public sector standards and expectations

CORPORATE RESPONSIBILITIES

Staff are required to comply with the Victorian Public Sector Code of Conduct and all Shrine policies and procedures and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report any incidents, hazards or near misses to the relevant supervisor and actively participate in hazard elimination as required.

SELECTION CRITERIA

Essential:

- An appropriate tertiary qualification or substantial related on-the-job experience within a similar context including experience in the application of contemporary human resources procedures and practices.
- Ability to interpret legislation, regulations, Awards, Industrial Agreements together with policy and procedure.
- Demonstrated organisational and administrative skills including the ability to work independently, frequently under limited supervision. Work under pressure and multitask to meet strict deadlines.
- High quality communication skills and a proactive, can-do attitude that builds relationships with ease.
- Recruitment experience – demonstrated experience in the end-to-end recruitment coordination, including posting job ads, screening candidates and scheduling interviews
- Proficiency in the use and application of the Microsoft Office suite of programs and the ability to adapt to new systems and platforms.
- High attention to detail and ability to prepare documentation in line with relevant situational requirements.
- Demonstrated ability to handle sensitive situations with discretion, empathy and professionalism.
- Demonstrated ability to stay calm under the pressure of competing priorities and the ability to operate without direct supervision.

Desirable:

- Knowledge of job evaluation and classification review processes, particularly as they relate to the Victorian Public Sector.
- Experience using Human Resource Information Systems (Employment Hero and Springboard highly regarded).
- Previous experience relating to the important role and functions carried out by Volunteers.