Lifetime SUPPORT

Job and Person Specification

Role Title	Human Resources Officer	**Classification**	ASO3
Reports to	Manager, People & Culture	**Direct Reports**	N/A
Directorate	People & Partnerships	**Team**	People & Culture

About the LSA

The Lifetime Support Authority (LSA) delivers the Lifetime Support Scheme (LSS) which was established under the *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013* (SA).

Through the LSS, the LSA funds necessary and reasonable treatment, care and support for people who sustain serious injuries in a motor vehicle accident on South Australian roads, regardless of fault. The services are focused on being person-centred, financially sustainable, innovative and efficient.

Our Vision	Making a difference in the lives of participants, who are at the centre of what we do.
Our Purpose	We plan and fund person-centred treatment, care and support services to make a positive difference to participants' recovery and independence.

The LSA actively promotes flexible working arrangements and values diversity in the workplace.

Role Purpose

The Human Resources (HR) Officer is accountable to the Manager, People & Culture for delivering efficient HR support and advice to LSA employees and key stakeholders. The role coordinates routine HR processes including recruitment and onboarding, maintains accurate HR documentation, assists with payroll and reporting, and responds to operational HR queries. The role contributes to continuous improvement of HR practices and ensures compliance with relevant legislation, policies, and procedures.

Key Deliverables

- Act as the first contact point for operational HR queries and provide advice on routine employment matters such as leave and entitlements.
- Coordinate and quality-check HR documentation, ensuring accuracy, compliance, and timely submission to Shared Services SA, while maintaining up-to-date employee records.
- Monitor and manage HR inbox, prioritising queries and applying initiative to resolve issues within established guidelines.
- Coordinate bonafide and leave reporting processes, liaising with leaders to address queries and follow up on outstanding reports.
- Support recruitment processes, including job advertising, and the preparation of contract and onboarding documentation.

- Maintain and monitor HR systems and records, ensuring data integrity and compliance with audit requirements and act as the key contact for CHRIS, HR21, and related databases.
- Liaise with Payroll on HR processing matters, including parental leave and quality assurance, and process HR-related invoices.
- Contribute to continuous improvement initiatives, identifying opportunities to enhance HR administrative processes and service delivery.

Key Relationships

- LSA employees, and leaders.
- Other SA Public Sector Agencies, including the Department of Treasury and Finance.
- External stakeholders and service providers as required.

Special Conditions

- Appointment is subject to a satisfactory Nationally Coordinated Criminal History Check (NCCHC) that is no more than six months old.
- Some out of hours work may be required.
- The incumbent must work in accordance with the Code of Ethics for the South Australian Public Sector, the LSA Participant Service Standards, and all relevant policies, procedures and legislative requirements.
- The incumbent may be assigned to other positions at the same remuneration level across the LSA.

Key Selection Criteria

Skills, Knowledge and Experience

- Effective communication and relationship building skills, with the ability to engage professionally with a diverse group of stakeholders via phone, email and in person.
- Strong attention to detail and organisational skills, with the ability to manage competing priorities and meet deadlines under minimal supervision.
- High level of professionalism, including the ability to handle sensitive issues with tact, diplomacy and maintain confidentiality at all times.
- Ability to work collaboratively in a team environment, contributing to shared goals and supporting colleagues constructively.
- Commitment to delivering excellent customer service, fostering trust and cooperation through sound interpersonal skills.
- Experience in HR administrative functions including processing HR documentation, contracts, and reports accurately and efficiently.
- Knowledge and experience in recruitment processes, including advertising roles, candidate communication, contract management, and onboarding,
- Proficiency in digital systems and tools, including Microsoft Office 365 (Word, Excel, OneNote) and HR systems such as CHRIS21.