

Melbourne Symphony Orchestra

POSITION DESCRIPTION

Job Title	People & Culture Administration Officer	Date	June 2025
Department	People & Culture	Reports to:	People and Culture Lead
Location	MSO Southbank Offices	Role Status:	Fixed term, part-time (0.4 FTE)

1. POSITION PURPOSE

The People & Culture Administration Officer supports the effective delivery of the MSO's human resources and wellbeing initiatives by providing high-quality administrative coordination across the employee lifecycle.

This role ensures operational excellence in onboarding, compliance, policy implementation, and employee support, contributing to a safe, inclusive, and values-driven workplace. Through meticulous administration, proactive communication, and cross-functional collaboration, the role underpins the smooth operation of people and culture services aligned with MSO's organisational goals and strategic priorities.

2. MSO VALUES and GUIDING PRINCIPLES

VALUES

Innovation, Collaboration, Respect, Diversity

GUIDING PRINCIPLES

We listen to each other, and we listen to our audiences. We continuously tune into building connections that bring joy and validation.

We create welcoming experiences that showcase the beauty and wonder of artistic craft. Innovate performances that elevate the moment and endure in the spirit.

We unite our individual strengths and celebrate our unifying love of music, fostering understanding and belonging.

3. DIMENSIONS and WORKING RELATIONSHIPS

Reports to	People and Culture Lead
Direct Working Relationships	Development & Reach teams Artistic Operations teams Finance team Commercial & Hub team Internal stakeholders from all departments MSO Musicians Regulatory Bodies and external consultants

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4. MAJOR RESPONSIBILITY AREAS

- General HR Administration
- Oversight of People & Culture and Payroll inboxes
- Assisting with employee compliance checks
- Preparation of employment contract and letters
- Ensuring policy compliance during onboarding process

5. KEY RESULT AREA	MAJOR ACTIVITIES
ADMINISTRATION & COORDINATION	<ul style="list-style-type: none">• Monitor and manage the People & Culture and Payroll inboxes, ensuring timely responses and appropriate follow-up• Prepare initial drafts of employment contracts, letters, and related documentation for review and finalisation by People and Culture Lead.• Administer Working with Children Check (WWCC) compliance processes, including:<ul style="list-style-type: none">○ Maintaining the WWCC tracking spreadsheet○ Filing copies of WWCCs in individual employee files○ Serving as the first point of contact for checks and ongoing monitoring• Coordinate the issue of ABC Building passes for new staff, visitors and manage access requirements.• Ensure policy compliance during onboarding by confirming staff have read and acknowledged key policies, and filing signed acknowledgements in personnel records
OCCUPATIONAL HEALTH AND SAFETY	<ul style="list-style-type: none">• Be proactive in ensuring a safe and healthy office environment for all staff• Assist with coordination of employee wellbeing initiatives• Administer the staff wellness subsidy program, including verifying requests, updating the tracking spreadsheet, and forwarding approved claims to Finance for reimbursement
TEAM WORK	<ul style="list-style-type: none">• Participate in team activities and meetings, fostering a team approach to problem solving• Engage in continuous learning and contribute positively to a collaborative and respectful working environment aligned with the culture and values of MSO
ADDITIONAL REQUIREMENTS	<ul style="list-style-type: none">• Other duties commensurate with skills and experience• This role may require some work outside of regular hours• Understanding of, and commitment to, EEO and privacy principles• Employment may be subject to satisfactory probity checks, including criminal record and periodic security checks.

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7. ESSENTIAL CRITERIA

Education and Qualifications

- Certificate III in Office Business, or equivalent administration experience
- Previous experience within a similar role

Knowledge and demonstrated experience in:

- Experience providing administrative and coordination support in a People and Culture or similar function
- Knowledge and understanding of statutory workplace obligations including Work Health and Safety requirements
- Demonstrated understanding of employee lifecycle administration, including onboarding processes and compliance requirements (e.g. WWCC, policy acknowledgements)
- Experience preparing employment documentation such as contracts and letters, with a strong attention to detail
- Experience with HRIS systems and proficient in Microsoft 365 Suite

Skills Required

- Excellent administrative skills with high attention to detail
- Excellent interpersonal skills with a strong client service orientation
- Excellent verbal and written communication skills, with a demonstrated ability to prepare complex documents
- Well-developed ability to work with sensitive and confidential information
- Demonstrated ability to be an effective team member

8. DESIRABLE CRITERIA

- Experience in a performing arts organisation
- An appreciation of orchestral music

9. POSITION DESCRIPTION MAINTENANCE

Date of last review:	June 2025
Conducted By:	People & Culture Lead
Date for next review:	As required