

ROLE DESCRIPTION

Human Resource Officer

	Campus: Ashmore Region: Gold Coast		Closing date: 4:00 PM, Tuesday, 22 September 2026
	Portfolio: People Culture & Communications Team: Human Resources		For further information, please contact: Contact name: Melissa Hobden Role: Principal Advisor Human Resources Email: Melissa.Hobden@tafeqld.edu.au Or check out our: <u>Applicant Information Guide</u>
	Award: TAFE Queensland Award – State 2016 (Modern Award), 36 ¼ hour week Agreement: TAFE Queensland (TAFE Services Employees) Certified Agreement 2025 Classification Level: AO3 Salary: \$80,506 - \$89,327 per annum, plus superannuation contributions of 12.75%		
	Status: Permanent full-time		Winner of Queensland Large Training Provider of the Year 2024
	Job ad reference: TQ2026-912		 Veteran Employment Supporter

About TAFE Queensland

TAFE Queensland is proud to be the largest and most experienced Vocational Education and Training provider in the State, with a history of serving Queensland communities for more than 140 years.

At TAFE Queensland, we hold true to our values and keep our customers at the centre of everything we do. By living these values, we continue to strengthen TAFE Queensland's reputation as a leading provider of high-quality education and training. Our people are recognised for demonstrating these values in their everyday work.

				
Safety first	Working together	Focusing on our customer	Taking responsibility	Showing initiative

Your opportunity

As the Human Resource Officer, you will:

- Provide a broad range of HR operational and administrative services to support staff across the TAFE Queensland Gold Coast region.
- Contribute to the delivery of a high-quality, responsive HR service by providing effective operational and administrative support to the HR team by ensuring your work is accurate, timely, and aligned with TAFE Queensland systems, policies, and procedures.

This position reports to the Manager, Human Resources

Key responsibilities

- Respond to enquiries from staff and managers regarding HR administration and operational processes, delivering accurate and timely information, and solution-focused guidance in line with HR policies and procedures.
- Effectively manage the HR team mailbox, ensuring enquiries are appropriately triaged, assigned, escalated and responded to within agreed timeframes.
- Maintain current knowledge of relevant award, certified agreements, policies, procedures and forms applicable to the role and the provision of accurate information and guidance.
- Provide high-quality administrative support, including document preparation, data entry and validation, records management, filing, and the preparation of confidential and sensitive HR correspondence, ensuring information is managed appropriately and confidentiality is maintained.
- Maintain and monitor HR registers and tracking/bring-up systems to ensure correspondence deadlines, follow-up actions and stakeholder obligations are monitored and met in a timely manner.
- Ensure day-to-day activities are aligned with HR team operational priorities and business requirements.
- Participate actively in HR team meetings and actively contribute to HR projects and initiatives as assigned, supporting the delivery of business improvements and service enhancements.
- Undertake research and assist with the development of resources relating to HR team functions and services to contribute to the continuous improvement of processes, systems and work practices.
- Model and promote an ethical, safe and inclusive workplace culture that supports a commitment to zero harm and best practice in health, safety, wellbeing and sustainability.

How you will be assessed

Within the context of the role description above, the ideal applicant will be someone who has the following key capabilities:

1. Well-developed oral and written communication skills, including the ability to provide responsive, client-focused support and guidance to managers and staff, and to develop and maintain productive working relationships.
2. Knowledge of, or the ability to quickly acquire knowledge of, relevant human resource management policies, procedures, employment awards and certified agreements, and the ability to locate, interpret and apply relevant information effectively.
3. Sound analytical and problem-solving skills, with the ability to work independently, manage competing priorities effectively, and deliver outcomes within a high-volume environment while meeting strict deadlines.
4. Demonstrated ability to use human resource management systems (such as Aurion) and Microsoft Office applications, including Excel, Word, PowerPoint and Outlook, to support human resource service delivery and business operations.
5. Demonstrated initiative, adaptability, resilience and professionalism, with the ability to contribute effectively in a dynamic, changing and customer-focused environment, while handling sensitive and confidential information with discretion.

About you

This position does not have any mandatory qualifications or requirements. However, demonstrable knowledge and experience in Human Resources operational and administrative practices, will be highly regarded.

How to apply



Applications must be submitted via [TAFE Queensland's recruitment portal](#).

To apply for this role, please provide the follow:

- detailed resume outlining your relevant experience
- a cover letter (maximum 2 pages) that outlines your experience and skills in response to the 'How you will be assessed' key selection criteria
- contact details for two referees (one of whom is your current supervisor)

For more information,

- check out our [Applicant Information Guide](#)
- or visit [TAFE Queensland's website](#).

Additional information

- You will be required to complete a period of probation of three (3) months.
- You may be required to travel and work across the region.
- It would be highly desirable for the incumbent to possess a current driver's licence.
- A criminal history check will be initiated on the successful applicant prior to confirmation of employment.
- If the successful candidate has been engaged as a lobbyist, a statement of their employment is required.
- You will be required to complete a range of training activities within the onboarding and induction period and annually, including Human Resources & Workplace Health & Safety compliance training, and TAFE Queensland systems training.
- A non-smoking policy applies across TAFE Queensland campuses, in TAFE Queensland buildings, offices and motor vehicles.