

Position description

People & Culture Coordinator

Position title	People & Culture Coordinator
Position number	101268
Classification level	B
Position type	Permanent
Group	Corporate Services
Division	People & Culture
Reports to	Strategic Project Lead P&C
Usual place of work	1010 La Trobe Street, Docklands
Date	May 2026
Conditions	Full time (flexibility will be considered)

Our organisation

VicTrack owns Victoria's rail transport land, assets and infrastructure. As a commercially focused government agency delivering for Victoria, we work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

About the group

Our business is made up of specialist delivery groups – Property and Telecommunications – supported by Corporate Services and the Office of the Chief Executive.

This position is based in **Corporate Services**.

The Corporate Services group provides the daily support needed to run VicTrack's operations. It is responsible for a wide range of specialist functions that enable our business to be accountable, transparent and operate effectively including Finance, IT & Digital, People & Culture and Procurement.

About this position

Reporting relationships

The People & Culture (P&C) Coordinator reports to the Strategic Project Lead P&C.

Delegations / Budget

N/A

Purpose of the position

The P&C Coordinator provides high-level coordination and administrative assistance to the People & Culture leadership team by supporting the timely delivery of all P&C processes and projects (including "Future Ready" transformation projects). This role is an integral member of the P&C team, ensuring that team calendars, schedules, processes, communications and documentation are coordinated, managed and streamlined.

In addition, the role will provide support services to the Group Manager, People & Culture by way of diary management, secretariat services and events coordination.

Key accountabilities/functions

Position accountabilities:

1. **Business partnering support:** Provide generalist P&C operational support to the Business Partnering team, including triaging and responding to queries, delivering P&C reporting and insights, supporting people processes (e.g. recruitment, performance, exits), and contributing to system, data, and process improvements.
2. **Team coordination and administration:** Working in partnership with the Learning & OD Coordinator, provide coordination and administrative support to the People & Culture team by managing shared inboxes, triaging and redirecting enquiries, coordinating onboarding activities, and organising and delivering the enterprise-wide New Starter Induction program.
3. **Project administration and reporting:** Provide end-to-end project coordination and administration support to major People & Culture initiatives by maintaining detailed project documentation, action registers, plans, timelines and status reports; tracking milestones and dependencies; proactively managing competing deadlines and escalating risks or overdue actions as required.
4. **Records management, accuracy and compliance:** Maintain accurate, complete and compliant records within Content Manager, ensuring a high degree of attention to detail, document integrity, version control, and consistency across all People & Culture documentation.
5. **Reporting, presentations and communications:** Prepare clear, accurate and high-quality reports, briefings, presentations and executive materials, and maintain People & Culture intranet content on The Loop, including new starter resources and employee-facing information, ensuring accessibility, accuracy and consistency.
6. **Transformation and automation support:** In line with the People & Culture transformation agenda, provide administrative, coordination and system testing support for automation initiatives, contribute to data tracking and reporting, and assist with the transition to a contemporary HRIS and streamlined, technology-enabled ways of working.
7. **Governance, meetings and program coordination:** Provide professional diary management and secretariat support to People & Culture governance forums,

transformation working groups and committees chaired by the Group Manager, People & Culture, including preparation of agendas and papers, minute taking, action management, and timely distribution of documentation.

8. **Program delivery and business-as-usual support:** In line with operational priorities, collaborate with People & Culture team members to support the delivery of programs and business-as-usual activities, providing responsive, customer-focused support and assisting in the resolution of employee and stakeholder enquiries and feedback.
9. **Events and coordination:** Coordinate People & Culture led events, forums and training sessions, including venue and room bookings, liaison with communications teams, preparation of materials and run sheets, and coordination of logistics to ensure professional, well-executed outcomes.
10. **Financial and budget support:** Provide administrative support for invoice processing, assist with tracking and reporting against the People & Culture budget, and handle sensitive information with a high level of discretion at all times.
11. **Other duties as required:** In line with Section 31A of the *Public Administration Act 2004* (Vic) other duties may be assigned consistent with employment classification, skills, and capabilities.

Key selection criteria

1. **Project coordination experience:** Proven experience in a fast-paced project administration or team coordination role, preferably supporting large-scale organisational change, transformation efforts or large teams. Demonstrated ability to work proactively within a project environment, anticipating requirements, identifying potential issues early, and taking initiative to support project outcomes without waiting for direction.
2. **Organisational skills:** Highly developed organisational and task management skills, with the ability to bring together many inputs, manage conflicting deadlines and prioritise work under pressure. Demonstrated capacity to proactively plan, track, and adjust work activities, ensuring timely support is provided across a dynamic P&C workload.
3. **Strong attention to detail:** Demonstrated ability to produce accurate, high-quality work with strong attention to detail, including maintaining precise records, reviewing documentation, providing insights from team tasks and activities, while ensuring consistency and compliance with organisational requirements.
4. **Communication excellence:** Excellent written and verbal communication skills, including the ability to prepare clear project documentation, reports, and dashboards. The role requires proactive communication - keeping stakeholders informed, flagging emerging issues early, and offering assistance or solutions as needs arise.
5. **Stakeholder management:** Ability to foster strong relationships and provide high-quality customer service to employees and internal P&C team members at all levels. Demonstrated willingness to proactively engage with stakeholders, understand their priorities, and offer practical support across the full spectrum of P&C responsibilities.
6. **Technical proficiency:** Strong Microsoft Office suite skills, particularly advanced Excel proficiency for data tracking and reporting.
7. **Professionalism and discretion:** A high level of professionalism and the ability to maintain strict confidentiality when handling sensitive information related to P&C.

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the Occupational Health and Safety Act, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety
- be aware of the railway safety requirements associated with their duties and responsibilities
- take whatever action is possible to prevent unsafe conditions and/or incidents
- report any railway safety problems/hazards to your line manager and the Health & Safety team
- safely access the rail corridor.

Individual attributes

Qualifications and experience

1. **Mandatory:** Highly developed organisational and coordination skills, with the ability to manage competing priorities, multi-stream workloads and tight deadlines. Proficiency in the Microsoft Office suite, specifically advanced Excel for data tracking and powerpoint, reporting and action management. Relevant tertiary qualification in Human Resources, or equivalent.
2. **Desirable:** TechOne experience.
3. **Experience:** Previous experience in a high-compliance or public sector environment will be highly regarded. Experience with contemporary HR systems, automation tools or HRIS environments.

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- All VicTrack customers
- Vendors and/or suppliers

Ordinary hours of work

Ordinary hours of work are Monday to Friday between 6:00am and 6:00pm.

Why work for VicTrack?

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our vision

Working at VicTrack provides people with the opportunity to contribute to creating thriving places and connected communities for all Victorians. Some of the benefits that we provide our people are listed on our website and can be accessed via: [Careers at VicTrack](#)

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*: “To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

1. social and economic inclusion
2. economic prosperity
3. environmental sustainability
4. integration of transport and land use
5. efficiency, coordination and reliability
6. safety, health and wellbeing.