

CAREER FACT SHEET

Human Resource Professionals

Snapshot

Human Resource Professionals plan, develop, implement and evaluate staff recruitment, assist in resolving disputes by advising on workplace matters, and represent industrial, commercial, union, employer and other parties in negotiations on issues such as enterprise bargaining, rates of pay and conditions of employment.

How many are employed in this occupation?	76,900
What are the average weekly earnings for full time workers?	\$1,732
How does unemployment compare with other occupations?	Average
What are the job prospects for this occupation?	High
What will be the likely future employment growth for the next five years?	Strong Growth

Main employing industries

Administrative and Support Services; Public Administration and Safety; Professional, Scientific and Technical Services; Other Services

Tasks

This occupation may include associated occupations with varying tasks.

- arranging for advertising of job vacancies, interviewing and testing of applicants, and selection of staff
- maintaining personnel records and associated human resource information systems
- providing advice and information to management on workplace relations policies and procedures, staff performance and disciplinary matters
- arranging the induction of staff and providing information on conditions of service, salaries and promotional opportunities
- receiving and recording job vacancy information from employers such as details about job description, wages and conditions of employment
- providing information on current job vacancies in the organisation to employers and job seekers
- undertaking negotiations on terms and conditions of employment, and examining and resolving disputes and grievances
- studying and interpreting legislation, awards, collective agreements and employment contracts, wage payment systems and dispute settlement procedures
- developing, planning and formulating enterprise agreements or collective contracts such as productivity-based wage adjustment procedures, workplace relations policies and programs, and procedures for their implementation
- overseeing the formation and conduct of workplace consultative committees and employee participation initiatives

INDUSTRY OVERVIEW

Administrative and Support Services

If you like to help others and enjoy working with computers, phones and other office equipment, then the administration, clerical and support services field could suit you. You'd need to be a good communicator and be well organised, cooperative and flexible. Some of the tasks you may be given would be to: respond to internal or external enquiries; set up schedules and office systems; book meeting rooms; take minutes; manage records and basic accounts and maintain databases. Specific duties would depend on the field you are employed in. There are many opportunities in the medical, automotive, business, education and tourism fields, to name just a few. However, most businesses need administrative staff, so the possibilities are almost endless.

Possible job pathways include

- Call or Contact Centre Workers
- Debt Collectors
- Betting Clerks
- Filing and Registry Clerks
- General Clerks
- Human Resource Professionals
- Other Clerical & Administrative Workers
- Telemarketers



Administrative and Support Services

For more information visit skillsroad.com.au