

POSITION DESCRIPTION



POSITION TITLE:	People and Culture Administration Officer
AWARD/ CLASSIFICATION:	Local Government (State) Award 2026 / Band 2 Level 2
DEPARTMENT / DIRECTORATE:	People and Culture / Office of the CEO
PRIMARY LOCATION:	Moama

POSITION OBJECTIVES

The People and Culture Administration Officer provides administrative and transactional support to the People and Culture team across recruitment, onboarding, employee records, training administration, HRIS/LMS data entry, scheduling, standard documentation and general team coordination.

The role works within established procedures, approved templates and agreed workflows, with guidance available from the People and Culture Coordinator and People and Culture Advisor. The role supports the timely, accurate and confidential delivery of People and Culture services and helps ensure administrative work is completed at the appropriate level.

KEY RESPONSIBILITIES

At MRC, responsibility focuses on defined roles and processes that must be in place to achieve accountability.

This role is responsible for the following:

Recruitment and Onboarding Administration

- Provide administrative support for recruitment and selection processes, including posting approved advertisements, collating applications, scheduling interviews and distributing interview documentation to panels.
- Coordinate candidate communication using approved templates and agreed processes.
- Maintain recruitment records, registers and documentation in accordance with Council requirements and records management standards.
- Assist with new starter administration, including preparing onboarding packs, ordering name badges and business cards, coordinating induction requirements, arranging systems access request and setting up employee records.
- Track onboarding actions and follow up outstanding documentation under direction.

Employee Lifecycle Administration

- Provide administrative support for the employee lifecycle transactions including appointments, variations, probation, appraisals, separation and offboarding.
- Prepare, format and issue standard correspondence from approved templates under direction.
- Save employment contracts, letters and related documentation to Council's records management system in accordance with established processes.

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- Maintain employee records with HR systems, ensuring accuracy, confidentiality and timely updating of information.
- Support offboarding processes by completing checklists, updating systems, arranging notifications and filing.

P&C Inbox and Query Triage

- Monitor and triage general People and Culture inbox items in accordance with agreed workflow protocols.
- Respond to general administrative enquiries using approved information, templates and standard process guidance.
- Refer policy, Award, employee relations, performance, conduct, RTW, Workers Compensation or complex matters to the appropriate People and Culture team member.
- Track outstanding administrative actions and escalate delays or missing information where required.

Employee Relations and Performance Support

- Provide administrative support for employee relations and performance processes, including scheduling meetings, formatting documents, maintaining confidential records, saving documents and tracking required documentation under direction.
- Assist with preparation of meeting packs, notes, templates and correspondence where contents have been approved by the appropriate people and culture team member.
- Maintain confidentiality and procedural care when handling sensitive employee information.
- Ensure records are stored, named, and maintained in line with councils' records management requirements

Learning and Development Administration

- Assist with training coordination, including booking sessions, sending invitations, tracking attendance and preparing participant information.
- Maintain training records and support updates with the learning management system (LMS).
- Support compliance training administration by following up completion records and reporting outstanding actions under direction.
- Provide administrative support for learning and development activities and programmes

Systems and Data Administration

- Enter and maintain accurate data in HR systems including HRIS, LMS and relevant registers.
- Assist with basic reporting by extracting, compiling, and formatting routine data as requested.
- Support data integrity by checking records correcting routine administrative errors an escalating inconsistencies or missing information.
- Maintain templates registers an administrative tracking tool as directed.

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Work Health and Safety and Workers Compensation Support

- Provide administrative support for workers compensation and return to work processes, including maintaining records and documentation.
- Assist with tracking claims information and updating systems under direction.
- Support WHS administrative tasks as required.

Stakeholder Support and Team Contribution

- Provide accurate timely and professional administrative support to the people and culture team and broader council.
- Build positive working relationships with employees, managers, candidates, and external service providers through professional and responsive communication.
- Support team coordination including meeting scheduling, agenda preparation, document formatting, purchase order administration and general workflow support.
- Contribute to a collaborative, professional, and positive team environment aligned with council values.
- Maintain confidentiality professionalism and integrity in all people and culture activities.

The incumbent can expect to be allocated duties not specifically mentioned in the documents, but within the capacity, qualification and experience normally expected from persons occupying positions at this classification and the Local Government (State) Award 2026.

ORGANISATIONAL RELATIONSHIPS

Reports to:	People and Culture Coordinator
Direct Reports:	Nil
Internal Liaisons:	People, Culture and Safety Team People and Culture Advisor Chief people Officer All Staff
External Liaisons:	Superannuation authorities Training providers Recruitment agencies Legal professionals Job applicants

KEY ACCOUNTABILITIES

Accountabilities align to the key services council must provide both internally and externally. At MRC we have defined the accountabilities for each area into S, B, P & O Accountabilities.

S – Strategic Accountability Holder. Strategy, Concept, Direction

B – Business Manager Accountability Holder. Development, Planning and Business Management

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P – Projects Accountability Holder. Projects, Implementation with Fixed Start/End Date

O – Operationalising Accountability Holder. Doing, Delivery, Finalisation, Ongoing.

SBPO	Accountability	SBPO	Accountability	SBPO	Accountability
O	Monitoring and Renewal of licensing	O	Assisting with Onboarding / Offboarding of employees	o	Maintaining of People Culture documents and employee

JUDGEMENT AND DECISION MAKING

- Work is performed under general supervision with clearly defined processes and procedures.
- Decisions are routine in nature and made within established guidelines.
- Complex or non-routine matters are referred to the People and Culture Advisor
- Guidance and support are readily available for decision making.

SPECIALIST KNOWLEDGE AND SKILLS

- Competence in using Microsoft Office 365 including Outlook, Word, Excel, and Teams.
- Ability to use, or quickly learn Council's HRIS, LMS, records management system, and related administrative systems.
- Sound administrative skills including document formatting, data entry, record keeping, scheduling, and file management.
- Accuracy and attention to detail in handling People and Culture data records, correspondence, and reports.
- Ability to follow improved processes, templates, and procedures consistently.
- Awareness of confidentiality, privacy, and records management obligations when handling employee information.
- Ability to identify routine administrative issues and escalate errors, gaps, or missing information appropriately

INTERPERSONAL SKILLS

- Strong written and verbal communication skills, including the ability to establish and maintain effective professional relationships with internal customers across all levels of Council.
- Demonstrated professionalism, integrity, and confidentiality in all interactions.
- Ability to work collaboratively within the People and Culture team and across Council to achieve shared outcomes.

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WORK HEALTH AND SAFETY

- Follow Council's WHS policies and procedures as instructed
- Ensure their actions do not adversely affect the health and safety of themselves or any other person
- Report all WHS hazards and incidents to their supervisor as soon as possible
- Participate in all required WHS training
- Follow all reasonable directions from supervisors, managers and others in regard to Safety
- Support the implementation and improvement of the WHS management system

QUALIFICATIONS AND EXPERIENCE

Mandatory

- Certificate III in Business Administration or equivalent work experience.
- Enthusiasm for learning and willingness to contribute to the improvement of P&C services and operations including workflows, processes, and systems.
- Ability to demonstrate a high degree of confidentiality, judgement, initiative, and sensitivity in the performance of duties and dealings with employees and job applicants.
- Commitment to undertaking continuing professional development.
- Current Driver's Licence
- National Police Check

KEY SELECTION CRITERIA

1. Demonstrated experience in a similar administrative role, ideally within a Human Resources or People and Culture, payroll, records, business support or local government environment.
2. Well-developed administrative and organisational skills, with a high level of accuracy and attention to detail.
3. Proven ability to handle sensitive and confidential information with discretion, professionalism, and integrity.
4. High level of accuracy and attention to detail when preparing documentation, entering data, maintaining registers and handling employee information.
5. Demonstrated experience using Microsoft Office applications and HRIS or data management systems, with the ability to maintain accurate records and data.
6. Strong interpersonal and communication skills, with the ability to liaise effectively with employees, managers, and external stakeholders.

Council vision and values

Murray River Council's vision is to enable a healthy, liveable and prosperous community.

Our mission is to work with each of our unique communities to foster economic growth and prosperity, support community health and wellbeing, and protect and enhance our environment.

While planning effectively for the future to ensure appropriate infrastructure and services that will support quality lifestyles and provide recreational opportunities for our Murray River community (for all ages).

We have five core values that drive us and our behaviours.

RESPECT	ACCOUNTABILITY	INTEGRITY	SUSTAINABILITY	EXCELLENCE
Building trust to foster positive relationships that create an inclusive and supportive workplace and community. 	Taking responsibility for decisions and actions and being transparent about processes and outcomes. 	Acting honestly and ethically in all council activities. 	We promote sustainability by committing to practices that support the long-term health of the environment, economy and society. 	We demonstrate excellence by committing to high standards in the delivery of all our services. 

Organisational Expectations

As a member of the Murray River Council Team, we expect you to respect and undertake the following activities:

Vision, Mission, Values	Abide by and actively live Council's Vision, Mission and Values.
Dignity & Respect	Treat everyone in the workplace and community the way you would like to be treated, with kindness and courtesy. Ensure this is a part of every interaction you have.

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Work, Health & Safety	• Adhere to relevant Work, Health & Safety policies and practices and carry out responsibilities outlined in Council's Safety Management Plan.
Risk Management	• Read, understand and comply with conditions as set out in the Risk Management Policy and undertaken all relevant risk management training.
Records Management	• Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at Murray River Council in the Corporate Record Management system.
Customer Service & Communication	• Ensure a high level of customer service through effective and efficient use of equipment. • Liaise with internal and external service providers and always represent Council in a positive and professional manner. • Commitment to meeting the needs of the customers (internal or external).
Code of Conduct & EEO	• Encourage and promote behaviours consistent with Council's Code of Conduct and create a positive and equitable work environment that is safe, flexible, fair, culturally appropriate, inclusive and free from discrimination and harassment.
Teamwork	• Treat all colleagues professionally and respectfully at all times. • Support other Department activities as required by Murray River Council's Delivery Plan.
Report writing	• Contribute to, complete or update Monthly Operational Reporting (MOR) as required. • Contribute to additional reporting as required.

Employee Declaration

I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.

I understand that this position description may change with organisational requirements and the responsibilities and accountabilities outlined in the position description may vary from time to time.

INCUMBENT:

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Signature & Date

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Print Name