

Position Description

Position Title:	Recruitment Officer
Award:	Queensland Local Government Industry (Stream A) Award – State 2017
Section:	Administration, Clerical, Technical, Professional Community Service, Supervisory and Managerial Services
Classification:	Level 2-4
Employment Type:	Full time
Department:	People, Safety & Governance / Human Resources
Reports to:	HR Operations Coordinator
Direct Reports:	Nil

POSITION OBJECTIVE

The Recruitment Officer is responsible for the end-to-end process of recruitment from initiation of adverts to onboarding of new employees. The Recruitment Officer will coordinate all aspects of the process in consultation with content experts and the Human Resources support team.

As a member of the HR team, the Recruitment Officer is bound by the highest of confidentiality requirements and attention to detail is paramount.

The role requires a high level of professionalism, a commitment to high-quality service delivery, and a proactive approach to continuous improvement, ensuring outcomes align with the best interests of Council and the community.

KEY POSITION RESPONSIBILITIES

End-to-End Talent Acquisition

- Coordinate full-lifecycle recruitment processes efficiently, managing workflows from vacancy identification through to candidate onboarding.
- Collaborate with business units to design, update, and evaluate position descriptions and clear, merit-based selection criteria.
- Design dynamic sourcing strategies using modern job boards, social media, and industry networks to attract high-quality, diverse applicant pools.
- Manage screening processes, including application reviews, shortlisting logistics, interview scheduling, and robust reference checking.
- Oversee compliance-driven pre-employment checks, including criminal history, qualification verifications, and medical assessments.
- Facilitate formal employment offers, generating accurate letters of offer and managing smooth, engaging onboarding experiences.

Panel Participation & Advisory

- Actively participate on selection panels, ensuring interviews and assessments are objective, transparent, and merit based.
- Provide expert advisory support to hiring managers and panel members on compliance, industrial awards, and recruitment best practices.

- Ensure alignment with public sector principles, upholding the Local Government Act 2009, anti-discrimination laws, and equal employment opportunity (EEO) guidelines.

Stakeholder Management & Business Partnering

- Establish trusted internal business partnerships across Council departments to deeply understand workforce needs and manage delivery timelines.
- Manage external provider relationships, coordinating effectively with recruitment agencies, advertising vendors, and pre-employment health providers.
- Deliver an exceptional candidate experience, providing professional, transparent communication and constructive feedback throughout the application lifecycle.
- Coordinate the Council Uniform Policy by managing uniform ordering, tracking inventory, updating catalogue options, and sourcing quality apparel suppliers.

Systems, Data & Confidentiality

- Maintain HR Information Systems (HRIS) and applicant tracking systems (ATS), ensuring real-time data integrity and compliant record-keeping.
- Generate data-driven recruitment reports and metrics as requested by senior management to track time-to-hire, volume, and sourcing channels.
- Uphold strict information privacy, protecting sensitive applicant and employee records in line with legislative confidentiality requirements.

Continuous Improvement & Capability Building

- Evaluate recruitment metrics continually to identify process blocks, modernise selection tools and improve operational efficiency.
- Train and coach panel chairs and Council staff on interview techniques, unconscious bias, and legislative compliance during selection processes.

Payroll

- Assist with the end-to-end processing of weekly payroll within applicable timeframes with a strong focus on accuracy and compliance.

Work Experience Management

- Lead the end-to-end administration of the Council's Work Experience Program.
- Coordinate placements across diverse council directorates, matching student career interests with operational business needs.
- Manage all onboarding documentation, including risk assessments, student induction packs, and public liability insurance clearances.
- Advise internal supervisors on mentoring best practices, daily scheduling, and workplace health and safety (WHS) requirements for students.
- Build strong community relationships to foster local youth development and future talent pipelines for the region.
- Align the work experience program with Council's broader workforce diversity, equity, and inclusion strategies.
- Report on program metrics and participation rates to senior leadership to demonstrate community impact.

SELECTION CRITERIA

Essential

- Experience delivering talent acquisition services, ranging from transactional recruitment administration up to the autonomous management of complex, high-volume or technical campaigns.
- Capability to collaborate with business units to draft, evaluate, and update position descriptions and establish objective, merit-based selection criteria that meet organisational needs.
- Strong communication skills to build trusted business partnerships with internal department heads, manage candidate expectations, and maintain professional relationships with external customers.

- Knowledge of public sector merit principles, anti-discrimination laws, and the ability to interpret and apply modern industrial awards and the *Local Government Act 2009*.
- Demonstrated ability to evaluate recruitment workflows, identify operational bottlenecks, and implement improvements to optimise time-to-hire and elevate the stakeholder onboarding experience.
- Current C Class drivers' licence to attend various sites for training and panel participation.

Desirable

- Qualifications in Human Resources or Business (or equivalent industry experience).
 - Demonstrated experience of general human resources and payroll activities and administration requirements within a corporate environment.
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CORPORATE RESPONSIBILITIES

General

- Consistently complete allocated tasks to a high standard and within agreed timeframes
- Undertake other tasks up to and including your competency and level.
- Actively promote the values of the organisation to staff.
- Actively participate in identifying, recommending, developing, and implementing measures through which allocated tasks and responsibilities may be carried out more effectively and efficiently.

Administration

- Ensure general administration and records management requirements are being met.
- Provide courteous and professional customer service to internal and external customers and conduct all transactions in an ethical and efficient manner.
- Contribute positively to a supportive team-based work environment and participate in team meetings and training sessions as required.
- Ensure that requests are acted on and reported upon in accordance with Council Policy.
- Keep your supervisor/manager appropriately and adequately informed on the current state of activities relevant to your role and to highlight in advance any points likely to influence Council operations or relations with ratepayers and/or the public.
- Maintain a personal time management system to ensure deadlines are met; to ensure that other staff of the Council are given due notice and time to comply with deadlines so that their own personal planning is not inconvenienced.

Organisational Continuous Improvement & Quality Management

- Willingness and ability to adapt to challenge and opportunities:
 - changing workforce capabilities through multiskilling, succession planning, knowledge management;
 - changing technologies and operational procedures by expanding your knowledge of future trends and required competencies.
- Willingness and ability to set the example and live the values.
- Willingness and ability to advocate a positive and constructive organisational culture.
- Willingness to accept responsibility for your own actions and decisions, and to be held accountable for such.
- Willingness and ability to integrate the competing demands of work, home, community, and self.

Corporate Responsibilities

All employees are bound by the *Local Government Act 2009* to act with integrity, and in a way that shows proper concern for the public interest. All employees are responsible for acting in accordance with the Flinders Shire Council Code of Conduct and other relevant policies, procedures and protocols as may be applicable to the role.

Work Health & Safety

All workers have a duty to familiarise themselves with and comply with statutory and Flinders Shire Council Work Health and Safety (WH&S) requirements, including the WH&S Management System, and WH&S Policies, Procedures, and work instructions.

In fulfilling this duty, workers are to:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person in control of the business or undertaking (PCBU) to allow the person to comply with the *Work Health and Safety Act 2011* (e.g. wearing of Personal Protective Equipment as instructed).
- Cooperate with any reasonable Policy or Procedure of the PCBU relating to health or safety at the workplace that has been notified to workers (e.g. reporting of incidents).
- Participate in the consultation and communication processes as prescribed in the *Consultation, Cooperation and Coordination Code of Practice 2021*.

Other Requirements

- This position operates from Council's Administration Office in Hughenden. However, there is a requirement to travel within the Local Government Area and work outside of standard business hours to meet the requirements of the role.
- Travel (including outside of normal hours) to attend training may be required
- The incumbent must be:
 - prepared to work flexible hours to meet the requirements of the position.
 - willing to obtain a 'Suitability Card' to enable the incumbent to work with or supervise people less than eighteen (18) years of age if required.
 - medically fit and physically capable to meet requirements of the position.
 - Prepared, if required, to undertake a medical assessment by Council's medical practitioner; and
 - Prepared, if required, for Council to undertake a Criminal History Check.

ORGANISATIONAL RELATIONSHIPS AND DELEGATIONS

Internal: Employees across all Council portfolios through to senior leaders including CEO.

External: General public, government departments, contractors, suppliers, and community groups.

Delegations: Level 2: Recruitment Officer works under regular direction within clearly defined guidelines and undertake a range of activities requiring the application of acquired skills and knowledge and has the skills to manage time and organisational priorities. At Level 2, the focus is on task-oriented compliance, transactional support, and working under regular supervision.

Level 3: Recruitment Officer works under general direction in the application of procedures, methods and guidelines which are well established and has the skills to manage time and organisational priorities. At Level 3, the focus is on autonomous end-to-end management of standard recruitment campaigns, regular business partnering, and panel participation.

Level 4: Recruitment Officer works under general direction in functions that require the application of skills and knowledge appropriate to the work and has the skills to manage time and organisational priorities. At Level 4, the focus is on handling complex/senior campaigns, specialized advisory work, training panel chairs, and driving continuous improvement projects.

ROLE CLASSIFICATION PROGRESSION

- Level 2: Recruitment Officer has no or limited general HR or recruitment experience, requires regular direction, relies on pre-existing templates, checklists, and step-by-step guidance.
- Level 3: Recruitment Officer has sound experience in end-to-end recruitment, payroll and HR, is capable of general direction and manages standard, day-to-day vacancies autonomously from intake to contract. The Recruitment Officer has a solid understanding of local government or public sector frameworks.
- Level 4: Recruitment Officer has strong experience in senior recruitment/talent acquisition, operates under broad/general direction and is expected to act as a self-sufficient Recruitment Officer for the organisation. Proven background in regional local government preferred.
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POSITION DESCRIPTION AUTHORISATION

Position Descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Flinders Shire Council may be developed or restructured.

Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Approved: Dennis McLeod, Director People, Safety & Governance

Signature: _____ **Date:**/...../.....

ACKNOWLEDGEMENT

I accept the above Position Description and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements.

Employee Name: _____

Signature: _____ **Date:**/...../.....