

Position Description

Position Title:	HR Administration 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
Employment Type:	Full time
Department:	People, Safety & Governance / Human Resources
Reports to:	HR Operations Coordinator
Direct Reports:	Nil

POSITION OBJECTIVE

The HR Administration Officer is responsible for delivering high-quality, efficient, and confidential administrative and support services across the People, Safety, and Governance department. This role ensures operational objectives are met by supporting payroll processes, supporting recruitment and employee lifecycle processes, supporting training and development processes and assisting with departmental projects to support an active, safe, and legally compliant workforce.

As a member of the HR team, the HR Administration 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

HR, Payroll, and Training Administration

- Deliver cross-departmental support by providing specialised HR, payroll, and training administration relief and assistance across all Council departments to ensure continuous operational support.
- Maintain compliant records by ensuring all departmental employee records, payroll variations, and training documentation meet corporate records management and confidentiality requirements.
- Provide professional service by delivering courteous and professional customer service to internal staff and external stakeholders, handling sensitive employee data in an ethical and efficient manner.
- Act on Council Policy: Process HR, payroll, and training requests in strict accordance with relevant Council policies, procedures, and industrial agreements.
- Assist with the Council Uniform Policy by managing uniform ordering, tracking inventory, updating catalogue options, and sourcing quality apparel suppliers.

Teamwork, Reporting, and Work Management

- Contribute to the Team by supporting a collaborative team environment across the People, Safety, and Governance department, participating actively in staff meetings and continuous development.

- Keep your supervisor informed on the status of HR processes, payroll cycles, and training timelines, proactively highlighting issues that could impact operations.
 - Manage deadlines effectively by maintaining an organised time management system to meet processing cut-offs and give Council staff ample notice to comply with required HR and training timelines.
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SELECTION CRITERIA

Essential

- Well-developed administrative and organisational skills, with demonstrated ability to meet deadline and workflows using a high degree of initiative and sound judgement.
- Demonstrated commitment to excellent customer service, and the ability to respond to all customer enquiries, internal and external in a professional and patient manner.
- Demonstrated sound level of knowledge of the Microsoft Office Suite of applications, and the ability to rapidly acquire knowledge of corporate and other programs used by Council such as Authority and TRIM.
- Ability to work within a team, establish work priorities, meet deadlines, actively follow up, and resolve outstanding tasks while ensuring attention to detail.
- High level of communication and interpersonal skills with the ability to develop effective professional partnerships across diverse stakeholders.

Desirable

- Qualifications within Human Resources, Business Administration or a related field.
 - Current C Class drivers' licence to attend Council sites.
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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 HR Administration 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.

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:**/...../.....