



Position Description

Position Title	Human Resources Officer
Position No.	9009
Division	Finance & Governance
Section	Human Resources
Reports to	Human Resources Manager
Current Status	Full-Time
Band/Level	2/2
Grade	11
Step	Entry Level to Step 4
Last Reviewed	July 2024
Conditions of Employment	The employee will work within conditions detailed within the NSW Local Government (State) Award and the Council Policies/Systems including, but not restricted to: * Council's Salary Administration System * Council's Code of Conduct * Equal Employment Opportunity * Equity & Access to Training * Performance Appraisal
Work Health and Safety (WHS)	The employee who occupies this position must abide by Council's WHS policies and procedures as described in Council's WHS Manual. The employee must participate in the completion of relevant WHS/Risk documentation and take all reasonable and practicable steps for their own health and safety and of others affected by their actions at work.

Position Summary

Reporting to the Human Resources Manager, the Human Resources Officer is responsible for undertaking the full range of generalist human resource duties including employee relations, learning and development, HR systems, policy and procedures, performance management, recruitment and selection, and HR projects as required to ensure management and staff are supported in enabling the organisation to meet its current and future goals.

Specific Duties and Responsibilities

- Maintain currency of knowledge regarding human resources and employment related legislation, codes of practice as adopted by NSW, Council policy, corporate practices and procedures
- Provide advice on Local Government (State) Award, Industrial Relations matters and other employment related legislation
- Provide advice on a range of human resources activities, including the following: terms and conditions of employment, recruitment and selection, induction, resignation/retirement, salary administration, staff benefits, employee assistance, disciplinary matters, and grievances
- Coordinate recruitment and selection process including onboarding and offboarding of all employees
- Review and update policies, corporate practices, procedures and/or guidelines to ensure they comply with Award and statutory requirements
- Participate in the management of grievances and disciplinary matters, as required ensuring they are managed in the accordance with procedural fairness
- Facilitate the development and implementation of HR Systems in accordance with Council policy, corporate practice and legislation
- Undertake human resource related projects as directed by the Human Resources Manager
- Develop and maintain the Learning and Development training plan in consultation with WHS and ELT, and in conjunction with the Finance Department
- Coordinate tertiary and corporate training requests as required
- Book, arrange and manage training requests for employees in line with the training plan, update training database and personnel file with all qualifications, certifications, and licences
- Respond effectively to legislation and other changes and issues identified in prescribed audits
- Monitor and audit staff increments and appointments ensuring they are based on merit and in accordance with EEO principles, and take corrective action where anomalies are identified
- Promptly and accurately register incoming correspondence and information that requires an action or represents official business into Councils electronic Information system (ECM) in accordance with approved protocols and standards
- Update and maintain salary system spreadsheet in line with the Local Government (State) Award
- Provide Payroll with notification of new employees, terminations and changes to employee salary and appointments

- Undertake job evaluations for new or existing positions
- Maintain and monitor the organisational structure in line with the current FTE, update accordingly and in conjunction with business case processes
- Enrol and update new and existing employees on Councils online learning platform in line with employee probation period
- Verify and update Working with Children Register for employees and volunteers
- Schedule employee immunisations in accordance with the Employee Immunisation Program
- Assist, where required with the implementation of Council's Employee Health Monitoring SWP with relation to scheduling of relevant immunisations.
- Coordinate Council's Annual Flu Vaccination Program
- Maintain and update position descriptions where required, including relevant competencies
- Coordinate the engagement, onboarding and ongoing support of Council's Apprentices and Trainees.
- Coordinate work experience placements as per Councils Work Experience Program
- Manage Volunteer onboarding, and application of Council's Volunteer Policy and associated Volunteer Management SWP
- Administer Council's Fitness Passport Program
- Continue to maintain and update HR procedures and workflows
- Coordinate annual performance appraisal schedule with Supervisors and Managers
- Coordinate Council's Return to Work program, including assisting with the management of injuries in conjunction with Council's insurer and relevant practitioners.
- Provide reports and correspondence as required by the Human Resources Manager, and/or division Director
- Undertake additional duties relating to the Human Resources department, or as requested by the Human Resources Manager

Core Duties and Responsibilities

- Processing Customer Enquiries
 - Receive customer enquiries in a courteous and efficient manner
 - Research, assess and respond to customer enquiry within an appropriate timeframe
- Operate Office Equipment
 - Operate various office equipment items including photocopier, facsimile machine, heat binder, shredder.
 - Operate telephone equipment for incoming and outgoing calls.
- Operate Personal Computer in the completion of routine tasks;
 - Utilise personal computer to create, modify and complete documents, using various computer programs.
- Record Keeping Responsibilities

- The incumbent is to undertake responsible and accountable practices for keeping full and accurate records and information for all corporate activities and decisions.
 - Prioritise and complete allocated Recordkeeping activities
- Work Health & Safety Responsibilities
- Present for work in a fit state (not under the influence of drugs or alcohol)
 - Not undertake any task / activity for which you have not been trained, inducted or deemed competent to do
 - Report all hazards, near misses, injuries, incidents to their immediate supervisor immediately
 - Not through act or omission create an unsafe workplace or environment
 - Ensure adherence to developed SWMS/RA, SOP's, Procedures
 - Assist in the development of specific SWMS/RA where identified and required
 - Follow all necessary instruction, training, information and supervision to enable works to be undertaken safely.
 - Advise immediate/relevant supervisor of any hazard or risk outside area of control or delegation
 - Assist in the investigation of all injuries and incidents
 - Ensure the safe and correct use/application of plant, equipment and PPE
 - Commitment to Council's Injury Management Procedure
 - Maintain good site housekeeping at work location
 - Contribute to continual improvement of workplace risk control processes

High Emotional Demands

The Human Resources Officer position has been identified as a role which has high emotional demands. This position requires individuals to consistently manage their own emotions, and the emotions of others, often in challenging or stressful situations. The role frequently involves interactions with internal staff and external customers where emotional regulation is crucial for success. An employee appointed to this role may be required to provide support to individuals in distress, manage personal feelings while interacting with difficult individuals, and to maintain a professional demeanour in all interactions.

Council acknowledges the possible impact of these high emotional demands and endeavours to support officers in this role by:

- Encouraging, and making available regular breaks or 'time outs'.
- Providing workers with training on how to diffuse difficult or confronting situations, and ensuring they have support from their supervisor.
- Providing workers with additional training and support to workers who are required to regulate their own emotions or to display a higher variety of emotions at odds with their true feelings.
- Assess the risk of service-related violence and aggression and develop and implement systems to manage this risk where workers are exposed within this role.

- Where emotional demands are an unavoidable part of a worker's role, ensuring these are captured within the position description and that applicants are informed at interview stage of the demanding nature of the role.
- Make medical/psychological support available to workers who are directly and indirectly involved in a traumatic event, or in other emotionally demanding work.

In addition, the following individual interventions are offered to staff:

- Corporate Induction Programs.
- Access to Council's employee assistance program.
- Mental Health First Aid training, and/or training about resilience.
- Access to Council's Health and Wellbeing Programs.

Supervisory Responsibilities

This position has no supervisory responsibilities.

Signatures

I agree to the requirements of this Position Description.

Employee

Date

Supervisor

Date

Selection Criteria

Essential

- Demonstrated skills and experience in the use of and administration of human resource information
- Certificate III in Business Administration, or a Human Resources related field
- Experience in the coordination and facilitation of training programs and events
- Excellent written and verbal communication skills
- Ability to maintain confidentiality
- Experience in recruitment and selection processes
- A willingness and commitment to undertake further capacity building and professional development in Human Resources
- Thorough working knowledge of Microsoft Office systems
- Demonstrated commitment to the understanding of Work Health and Safety
- Demonstrated commitment to the principles of honesty and integrity

Desirable

- Cert IV or Diploma in Human Resource Management
- SIRA Return at Work Certification