

PEOPLE AND CAPABILITY OFFICER POSITION DESCRIPTION

Position Title	People and Capability Officer
Directorate	Office of the CEO
Department	People and Capability
Position No.	11,103.00 and 11,106.00
Classification	Level Three (3) – Level Four (4)
Awards Stream	Queensland Local Government Industry (Stream A) Award - State 2017
Reports To	People and Capability Business Partner
Last Review Date	August 2026

ORGANISATION SUMMARY:

OUR VISION:	Helping to energise the world. A region that feeds, powers and builds communities, now and for the future.
OUR GOAL:	To pursue long-term sustainable futures for Isaac's communities.
OUR VALUES:	Community Focus Teamwork Caring Positive Work Ethic

We're a region unique in charm and a character-growing attraction for many keen to explore the road less travelled. It's a place where traditional country qualities live on within modern, vibrant communities.

Isaac Regional Council plays a role to ensure our communities have a long sustainable life, so it continues to be a great place to raise a family and to find new or old passions.

Our public spaces are valued and activated, our communities' lifestyles and wellbeing are prioritised, and our individual and collective identities are celebrated.

We need to use new ideas in everything we do because of the fast changes happening all over the world.

This helps us deal with changes and provide the best service. As a Council, we will continue to maintain a clear and balanced vision for the future that shapes all our decisions as we feed, build and power communities.

DEPARTMENT SUMMARY:

The People and Capability Department ensures an integrated approach to internal organisational services across the organisation. The People and Capability department is responsible for the Human Resource and Learning and Development functions within Council.

POSITION SUMMARY:

Reporting to the People and Capability Business Partner, the People and Capability Officer plays a key role in attracting, supporting and developing Council's workforce. Responsible for delivering end-to-end recruitment, onboarding, offboarding and generalist human resources services, the position partners with leaders and employees to provide practical advice, responsive support and people-focused solutions across the employee lifecycle.

DUTIES:

This position will partner with specific business units within Council to effectively support their operational needs by managing the complete end to end employee lifecycle. This includes, but is not limited to:

Recruitment, Onboarding and Offboarding

- Coordinate and administer end-to-end recruitment processes, including position advertising, candidate management, interview coordination, employment offers and pre-employment requirements.
- Partner with hiring managers to deliver efficient, compliant and customer-focused recruitment outcomes.
- Provide advice and support to managers on recruitment processes, selection practices and workforce requirements.
- Coordinate employee onboarding activities to ensure a positive and engaging commencement experience for new employees.
- Processing of employee maintenance, including liaising with the Finance Department, in a timely manner.
- Coordinate employee exits.

Human Resources Advisory and Support

- Provide administrative support to the People and Capability Business Partner.
- Provide timely and accurate advice to managers and employees on people-related matters, policies, procedures, employment conditions and human resources practices.
- Support the administration and implementation of employee lifecycle activities including appointments, reclassifications, contract variations, probation reviews and separations.
- Assist with the management of employee relations matters, including performance, conduct, grievances and workplace investigations, under the guidance of the People and Capability Business Partner.
- Contribute to the development, review and continuous improvement of People and Capability policies, procedures and resources.

Workforce and Organisational Support

- Assist in the delivery of workforce planning, employee engagement, learning and development, performance management and organisational capability initiatives.
- Support the coordination and administration of employee training, professional development and mandatory compliance programs.
- Maintain the integrity and accuracy of employee records and human resource information systems.

Compliance and Risk Management

- Ensure People and Capability activities are undertaken in accordance with relevant legislation, industrial instruments, organisational policies and best-practice standards.
- Exercise sound judgement, professionalism and confidentiality in the management of sensitive employee and organisational information.

Customer Service and Culture

- Deliver a high level of customer service to internal and external stakeholders through responsive, professional and solutions-focused support.
- Build effective working relationships across the organisation to promote positive people management practices.
- Actively contribute to a collaborative, inclusive and high-performing team environment.
- Demonstrate and promote Council's values.

Operational

- Compile reports and metrics as required.
- Maintain accurate records and reporting for audits.
- Undertake any other duties as reasonably directed within the limits of the employee's skills, competence and training.

KEY COMPETENCIES:

Essential Knowledge and Skills

1. Knowledge of awards, certified agreements and workplace laws.
2. Excellent interpersonal skills in the areas of creative problem-solving, conflict resolution and decision-making processes.
3. Strong administration skills.
4. Strong communication abilities, able to collaborate and be a team player.
5. Ability to handle matters with both confidentiality and sensitivity.

Experience

1. Experience with end-to-end recruitment processes and procedures.

Qualifications

Mandatory – this role requires the possession of:

1. Valid Driver Licence.

DELEGATED AUTHORITY AND ACCOUNTABILITY:

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority and know and comply with any authority and obligation that comes with their powers.

CERTIFICATION:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
Name		
Signature		
Date		