

# POSITION SUMMARY



## HUMAN RESOURCES SUPPORT OFFICER (CF017)

<b>Directorate</b>	Corporate Services & Finance
<b>Section</b>	Human Resources
<b>Classification</b>	Band 2, Level 2, Grade 6
<b>Position Status</b>	Permanent full-time
<b>Commencing Salary Range</b>	\$61,345 to \$64,450 per annum
<b>Reports to</b>	Manager Human Resources
<b>Direct Reports</b>	Nil
<b>Work Location</b>	First Floor, Civic Centre

### Position Purpose

This position underpins the HR team to provide excellence in customer service as the central point of contact for all HR enquiries, both internal and external, whilst providing high level administrative and technical support to other HR team members. The role will work closely with the HR Advisors and WHS / Risk Officer to ensure all HR functions are undertaken in a timely, efficient and professional manner and will require strong organisational skills and initiative.

### Section Structure



This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. A full Position Description will be provided to candidates upon request or upon offer of employment.

## Key Responsibilities

1. Provide prompt, courteous and helpful service to internal and external customers and other HR team members, and promote a positive image of the HR Section.
2. Co-ordinate recruitment and on-boarding processes including the e-recruitment system to facilitate recruitment and selection across Council and ensure compliance with legislative requirements.
3. Monitor and maintain the e-learning management system to ensure staff are competent in all compliance modules and make recommendations for improvement.
4. Prepare and facilitate the administrative tasks associated with the annual performance appraisal process for Council in consultation with the HR Advisors.
5. Co-ordinate, promote and deliver HR programs and initiatives and evaluate effectiveness under the guidance of the HR Advisors.
6. Input HR and WHS data into information systems ensuring the integrity and accuracy of data and personnel records.
7. Co-ordinate and administer various other HR activities including but not limited to work experience placements and staff education assistance scheme.
8. Capacity to provide relief / backfill for the positions of HR Advisor and WHS Risk Officer during periods of staff absences.

## Selection Criteria

### Essential

- Certificate IV or Diploma qualification in Human Resources.
- Relevant industry experience.
- Class C drivers licence.
- Knowledge and understanding of legislation relating to the HR field.
- Competent user of web based / cloud hosted software and ability to train other users.
- Demonstrated high level communication and interpersonal skills to enable interviewing, negotiating, group presentations, and report writing.
- Strong organisational and administrative skills with high accuracy, initiative and attention to detail.
- Genuine and demonstrated interest in human resources as a profession.

### Desirable

- Qualification or interest in undertaking study in WHS or training related discipline.
- Experience reviewing policies and procedures and their implementation.

## Expected Organisational Standards

1. Follow defined WHS procedures.
2. Provide service to customers.

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3. Work effectively in the local government context.
4. Work with others in local government.
5. Communicate in the Workplace.
6. Follow defined risk management policies and procedures.
7. Follow defined ethical guidelines from Council, including Code of Conduct.
8. Follow defined environmental sustainability guidelines.

### **Employment Conditions**

- 35 hour week with RDO every third week.
- Hours of work are 8.30am to 4.45pm Monday to Friday.
- Probationary period of 4 months
- Four weeks annual leave
- Long Service Leave after 5 years
- Superannuation of 9.5% paid by Council
- Medical, audio, drug & alcohol screening required as part of selection process

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