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## **Position Description**

Human Resources Officer

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## Position overview

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This role provides professional and efficient Human Resources advice and support to assist Council to contribute to our vision of creating a positive employee experience, a positive customer experience and a sustainable future.

You will provide informed advice and services to employees and leaders on a wide range of people and culture matters including resolution of workplace issues, employee support, recruitment and onboarding, performance management support, case management support, Enterprise Agreement guidance, data analytics and learning and development. You will support the development and implementation of a wide range of culture strengthening initiatives and deliver HR services and administration.

You will undertake key responsibilities in a professional, efficient and timely manner; and contribute to Council's aim of being a high performing organisation. You will have excellent communication and relationship skills and be passionate about shaping a positive workplace environment.

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## Classification and relationships

<b>Classification:</b>	Band 5 Alpine Shire Council Enterprise Agreement
<b>Reports to:</b>	Human Resources Coordinator
<b>Supervises:</b>	Nil

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## Key duties and responsibilities

### Recruitment and Selection

- Partner with leaders to design and deliver recruitment and selection processes that ensure a positive candidate experience.

### Training and Development

- Plan, organise and implement staff training and development programs
- Provide advice and assistance to staff in relation to Council's training and development policies
- Advise and assist staff in respect to further studies or specialist training

### Customer Service

- Provide HR advice and recommendations, drawing on a range of sources to support recommendations e.g. data, analytics, case studies, prior experience

- Provide support to employees and communicate advice in an engaging way that helps others apply what they learn
- Partner with Council's leaders to enhance their leadership skills and knowledge in supporting their employees on HR and workplace relations matters
- Liaise with Council's Health and Safety department to ensure a united and consistent approach to managing employee cases in relation to Return to Work, Workcover etc.
- Develop progressive HR procedures, incorporating contemporary policy practice, consultation and training
- Communicate advice, instructions, information, frameworks and/or policies in an engaging way whilst addressing mandatory legislative requirements
- Utilise well developed communication skills and interpersonal skills for investigation interviewing, advising, report writing and conducting training courses

### **Human Resources**

- Advise employees using relevant legislation and contemporary policies and practices in the areas of (but not limited to) equity, diversity, anti-harassment and anti-bullying, performance management, complaint investigation and resolution
- Assist with the development of progressive and innovative policies, procedures and strategies to support the achievement of Council's strategic objectives, in partnership with the Alpine Leadership Team.
- Undertake research and analysis on current and emerging employee relations/human resource trends, legislation and practices to ensure their contemporary application and compliance with any statutory obligations
- Assist with employee referrals to EAP services, mediation and support Equal Opportunity and grievance complaints and investigations where appropriate
- Administer PDP and performance management processes, working closely with Leaders and employees to ensure that a supportive and efficient process is conducted
- Support the development and implementation of organisational development programs such as Staff Satisfaction Surveys, Recognition and Reward, Wellbeing, Leadership Development etc

### **HR Administration**

- Use and maintain Council's Human Resources information systems to ensure accurate record keeping, obtain information for reporting, partnering with stakeholders to identify trends, areas for improvement and recommend actions to enable efficiencies and innovation
- Perform all Human Resources administrative duties in an efficient and timely manner, ensuring that all Human resources records are up to date and kept in a confidential manner.
- Assist in ensuring that all Position Descriptions are current.
- Respond to correspondence and e-mails assigned.

## **Other**

- Continually review and improve work methods, processes and communications tools (e.g. Intranet) associated with this role.
- In addition to the responsibilities described in this document, all employees must comply with the Alpine Shire Council's Code of Conduct and Corporate Policies.
- Other duties as required.

## **Accountability and extent of authority**

The employee has the authority to:

- Liaise with stakeholders regarding key responsibility areas, risks and safety.
- Provide input into policy review and development within area of responsibility.
- Freedom to act is subject to close supervision and clear guidelines provided through mechanisms such as budgets, policies, standards and procedures.
- Capacity to identify synergies across Council projects, services and initiatives which can provide improved workplace outcomes.
- Comply with Council's Procurement Policy and Procedures.
- Take appropriate action to ensure safety of self, fellow employees and public.

## **Judgement and decision making**

- Make decisions in accordance with legislation, policies, procedures, practices, delegated authority and industry standards.
- Use discretion, initiative and experience from previously encountered situations.
- Perform tasks from a range of techniques, systems, equipment, methods or processes. The employee is required to select the most appropriate option, to achieve the best outcome. Personal judgement may be required.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situation and some creativity and originality is required. Ability to apply innovative thought, presentation of alternatives, and justification of options. This can be on a day-to-day basis and in relation to strategy formulation.
- Guidance and advice are available from the HR Coordinator, CEO and/or Directors.
- Exercise considerable discretion and tact in dealing with matters affecting Councillors, employees of the organisation and members of the community.
- Ability to carry out duties and provide information within specific guidelines.

## **Management skills**

- Ability to manage time efficiently and plan, prioritise and carry out necessary

work to meet tight timelines using resources available.

- Efficient organisation skills will enable compliance with legislation and timely responses to all requests.
- Implement equal employment opportunities, human resource and health, safety and risk policies and procedures.
- Ability to work efficiently and effectively with supervision.
- The ability to implement changes and improvements.

### **Interpersonal skills**

- Highly developed communication and interpersonal skills.
- Ability to discuss and resolve problems amicably with tact and diplomacy.
- Display and promote a positive image of Council through appearance, attitude and performance of tasks.
- Ability to liaise with counterparts in other organisations to discuss specialist matters and within the organisation to resolve organisational issues
- Be able to work independently and as part of a team.
- Be willing to seek guidance and advice when required.
- Be willing to learn and undertake training relevant to the position.
- Ability to positively contribute to work cooperatively with members of a team.
- A strong customer focused approach and ability to anticipate, understand and meet the needs of the leadership team and executive.
- Commitment to confidentiality, total discretion and integrity.
- Ability to facilitate relationships and gain the co-operation and assistance of Council employees and stakeholders.

## Expertise

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### Qualifications

- Relevant Human Resources qualifications and/or lesser formal qualifications with relevant work skills.
- Experience in an appropriate discipline relevant to the areas of responsibility.
- Driver licence.

### Specialist skills and knowledge

- Knowledge of relevant human resources policies and procedures.
- Ability to solve relevant issues based on previous experience and/or by the effective application of established techniques and procedures.
- Highly developed verbal and written business communication and interpersonal skills.
- High level of presentation and commitment to quality work, systems and continuous improvement.
- Ability to exercise initiative in the performance of duties and work with minimal supervision.
- Ability to adapt to changing work environments.
- Sound knowledge and demonstrable understanding of the role and its organizational values, and the legal and political context.
- Knowledge of and ability to effectively use relevant technology systems and applications relating to key responsibilities.
- Knowledge of and ability to effectively manage to budgets and procurement procedures.
- Demonstrated ability to work as part of a team and provide a consistently high level of service quality.
- Ability and willingness to embrace new/innovative technology, methods, products and processes in the pursuit of continuous improvement.

### Experience

- Previous Human Resources experience.
- Project management experience.
- Exceptional customer service.
- Budget management skills.
- Ability to operate multiple software systems.
- The ability to be flexible, decisive and quick thinking.
- Demonstrated ability in problem solving, decision making and researching.
- Demonstrate a behaviour and willingness to forge strong ties with fellow team members.

## **Health, safety and risk duties and responsibilities**

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Nothing is more important than the health and safety of yourself and those around you. You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person.
- Seek assistance when unsure of how to perform a task.
- Ensure you observe, understand and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives.
- Regularly inspect your work environment for hazards.
- Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor.
- Support the return to work plan for any injured worker when returning to work.

## **Physical requirements**

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Daily work will be performed in an indoor environment, as such:

- You will be exposed to those conditions normally encountered in an indoor Environment.
- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- You must be able to see and hear in the normal range, with or without correction, and communicate well both verbally and in written form, and must be able to be understood.
- The work environment may include uneven surfaces and up and down stairs.