



Position Description

Position Title	HR Officer
Department	Business Services
Award	Queensland Local Government Industry Award – State 2017
Award Classification	Stream A – Div 2 Sec 1 Administrative, technical, supervisory Wage Level 4 plus relevant allowances
Position Type	Full Time – 36.25 hrs per week
Reports To	Business Services Manager

Position Objective

- The HR Officers role is to support the Business Services Manager and Croydon Shire Council – (CSC), with a range of HR functions including:
 - end-to-end recruitment.
 - HR administration; and
 - general HR duties.
- To provide leadership, direction, support and deliver efficient, effective, compliant and confidential support to the Business Services Team.
- Contribute to ensure CSC meets its statutory obligations in a timely manner.
- To provide a professional standard of support to all internal customers in accordance with CSC practices and Industry standards.

Duties and Responsibilities

1. Draft position descriptions for CSC positions across all areas, in consultation with the relevant Manager.
2. Manage the end-to-end recruitment process, including:
 - a. Create and posting job adverts and application packs;
 - b. Draft interview questions;
 - c. Facilitate the shortlisting and interviewing process;
 - d. Conduct reference checks;
 - e. Facilitate verbal and written job offers with candidates;
 - f. Inform unsuccessful applicants of their employment application outcome and providing feedback where necessary;
 - g. Manage employee files and data; and
 - h. Draft employment contracts/variations and assisting new staff to complete relevant paperwork.
3. Organise aspects of the new employee induction process, including delivering induction training to new staff.



4. Assist with or facilitate the process for grievances, complaints, performance management, probation reviews and annual reviews as required and in accordance with CSC policies.
5. Obtain knowledge and understanding of current Award and Industrial Relations along with any changes as they occur and interpret and apply relevant legislation to employment contracts and various CSC policies and procedures.
6. Provide information to CSC staff to assist them to understand and comply with CSC policies and procedures or other project information as required.
7. Conduct administrative duties related to CSC staff training, including:
 - a. monitor and assist to coordinate CSC trainee and apprentice training;
 - b. investigate and facilitate other staff training opportunities;
 - c. organise staff training events on site; and
 - d. maintain training records on employee files.
8. Draft and maintain full and accurate file notes in a timely manner.
9. Oversee the probation period management system.
10. Attend and record notes at performance management meetings.
11. Oversee the process for resignations and other terminations as required.
12. Assist the Business Services Manager with the preparation of Monthly Reports for Councillor meetings and Council remuneration review process as required.
13. Undertake ad hoc HR projects as required.
14. Exercise sound judgement, initiative, confidentiality and sensitivity in the performance of work.
15. Work efficiently and effectively in a team environment including working with staff from outside your immediate.
16. Attend meetings and participate in training programs as required.
17. Ensure all corporate documents created or received are registered into the corporate record keeping system (Magiq) in accordance with approved policies and procedures.
18. Undertake other duties as directed, consistent with skills, competence and training which contribute to the effectiveness of Council's operations.
19. Contribute to the efficient and productive operation of Croydon Shire Council and maintain and foster a team spirit among those in the working environment.
20. Actively seek opportunities to implement changes that will contribute to improve efficiency and operations of Council.
21. Comply with Council's Code of Conduct.
22. Refer matters that may impact on the business, Council and employees to the Business Services Manager.
23. Compliance with Work Health and Safety Legislation including Council's Work Health and Safety Management System, SafePlan and Council policies, procedures and work instructions. Perform all work and associated functions in a safe manner and identify and report any concerns, near misses, incidents/accidents to your Supervisor and WHS Advisor.

Qualifications / Skills / Experience

1. Certificate in Business Administration or equivalent experience
2. Previous experience in Local Government and /or HR generalist role
3. High level of customer service skills
4. High level of verbal and written communication skills and ability to effectively deal with a broad range of customers.
5. Be self-motivated and have excellent time management, planning and organisational skills.
6. Ability to interpret legislation and provide explanations in relatable terms.
7. Sound literacy and numeracy skills.
8. Competent computer skills.



Key Performance Indicators (KPI's)

1. Demonstrated ability to interact with internal and external stakeholders.
2. Allocated tasks and responsibilities are completed consistently within agreed timeframes.
3. Work is performed to a high standard with attention to detail.
4. Obtain understanding of and clearly communicate Award and Industrial relations information to stakeholders.
5. Allocated tasks and responsibilities are completed consistently within agreed timeframes in a professional and efficient manner.
6. Councils policies and procedures are followed for all transactions
7. Ability to adapt to changing work environments and/or conditions while maintaining a positive attitude and a commitment to continuous improvement.
8. Records Management. Accurate data entered in a timely manner in line with Council procedure and policy to both Magiq and Practical Plus as required.
9. Compliance with Croydon Shire Council's Work Health and Safety Management System, including policies, procedures, standards and work instruction.
10. Compliance with Croydon Shire Council's Code of Conduct.
11. Contribution to the efficient and productive operation of the Local Government Organisation.

Selection Criteria

1. Previous experience in a HR or Office Administration role.
2. Previous Local Government experience desirable.
3. Demonstrated high level computer literacy skills and ability to learn new systems/processes.
4. Demonstrated high level attention to detail and accuracy.
5. Strong written and oral communication skills, and an ability to communicate effectively across all levels.
6. Ability to work in a team environment and support other employees and work areas.
7. High level of personal initiative, be self-motivated and have good time management, planning and organisational skills.
8. Ability to work autonomously without supervision.

Certification

Employee Name:

Employee Signature _____

Date ____/____/____

Chief Executive Officer: Jacqui Cresswell

Chief Executive Officer Signature _____

Date ____/____/____