

# POSITION DESCRIPTION



**POSITION TITLE:** Human Resources Officer  
**CLASSIFICATION:** Band 5  
**UNIT / DIVISION:** Human Resources/Corporate Services

**HUMAN RESOURCE MANAGER:** .....  
*Signature & Date*

**GENERAL MANAGER:** .....  
*Signature & Date*

**INCUMBENT:** .....  
*Signature & Date*

.....  
*Print Name*

## **POSITION OBJECTIVES**

As a member of the Corporate Services Department, the Human Resource Officer will provide support to the Human Resources team and address initial employee and line manager enquiries.

## **KEY RESPONSIBILITIES**

- Provide high level administrative support to the Human Resources team
- Under the guidance of a more senior team members respond to general human resources enquiries
- Maintain Human Resources section on Council's intranet
- Coordinate and respond to workplace learning requests
- Provide exceptional customer service and proactively respond to customer requests
- Maintain strict confidentiality in performing duties and in liaising with internal and external stakeholders

## **ORGANISATIONAL RELATIONSHIPS**

Reports to: Human Resources Manager

Supervises/Manages/Coordinates: Nil

Internal Liaisons: General Manager Corporate Services  
HR Coordinator  
OHS Coordinator  
Training & Volunteer Coordinator  
Payroll Officer  
All staff

External Liaisons: Schools and training providers  
Members of the Public

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### **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- Provide specialist advice to internal and external stakeholders within Council guidelines and delegated authority
- Provide support within area of expertise as required
- Act within set objectives, budgets and consult with senior staff as appropriate

### **JUDGEMENT AND DECISION MAKING**

- Make decisions based on knowledge of department goals and objectives
- Use previously acquired experience and knowledge to solve problems
- Guidance and advice would usually be available within the time required to make a decision

### **SPECIALIST KNOWLEDGE AND SKILLS**

- Good understanding of technology, procedures and processes relevant to the unit
- Ability to interpret and follow regulations including relevant policies, regulations and precedents
- Understanding of the long term goals of the unit and appreciation of the goals of the wider organisation
- Knowledge of the Local Government Act and associated regulations
- Proficiency in the use of electronic hardware and software, and the ability to learn new software/systems

### **MANAGEMENT SKILLS**

- Manage own time, set priorities, planning and organising own work and where required that of other employees to efficiently achieve specific and set objectives
- Understanding of personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development

### **INTERPERSONAL SKILLS**

- Ability to gain trust, cooperation and assistance from internal and external stakeholders when required
- Ability to establish rapport and to contribute to a pro-active work culture
- Conduct research and write reports in field of expertise
- Preparation of external correspondence
- Strong written and oral communication skills
- Discretion and confidentiality are used whilst performing assigned duties

### **QUALIFICATIONS AND EXPERIENCE**

#### **Mandatory**

- Degree or diploma in Human Resources, or lesser formal qualification with relevant experience
- Previous administrative/human resources assistant experience
- Valid driver's licence

#### **Desirable**

- Local Government experience and knowledge

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### **Key Selection Criteria**

1. Relevant qualifications and experience
2. Strong administrative and organisational skills including high levels of attention to detail
3. Previous experience handling sensitive information and maintaining confidentiality
4. Ability to use initiative to identify and resolve problems in a timely manner

**Other Prerequisites** – Applicants must have a valid Australian visa with work rights and hold an Australian Driver's Licence.