

POSITION DESCRIPTION

POSITION TITLE	People Services Officer
DIRECTORATE/SECTION	Office of the CEO - People & Culture
LEVEL	5/6 - Salaried
RESPONSIBLE TO	Manager People & Culture

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

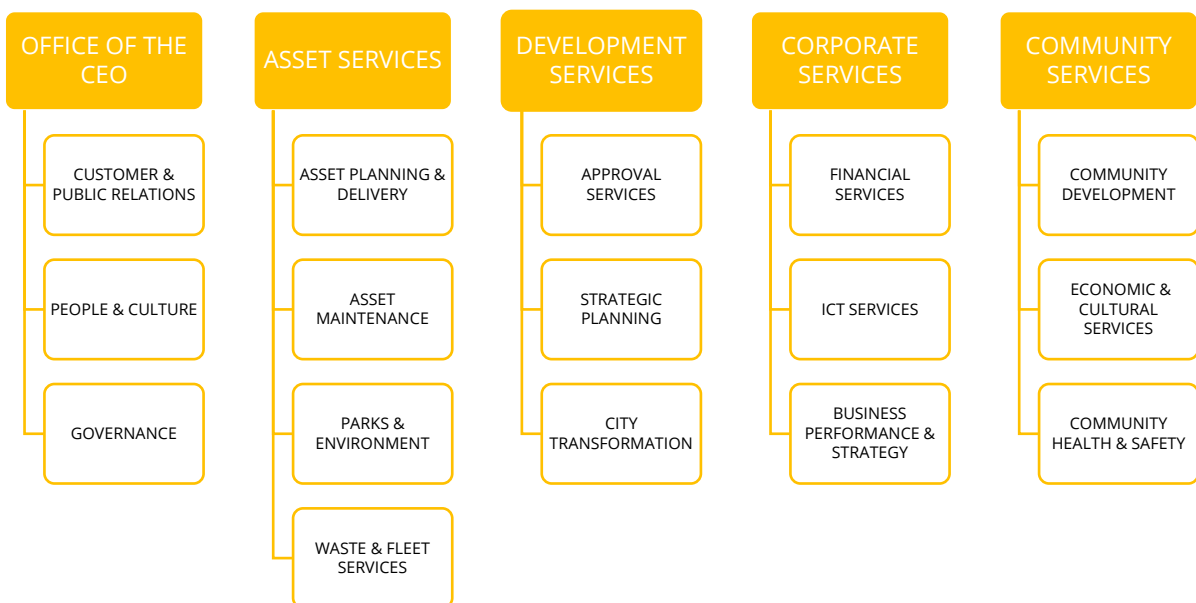
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

Provide human resources support that is aligned to Council's strategic planning outcomes and strategies.

To support and provide high quality customer service; full spectrum of operational and administration human resource services and information including but not limited to recruitment, employee relations, induction programs, training and administrative tasks under the direction of Manager People & Safety Services.

Provide professional support to the Manager People & Safety Services and People Services team across a broad range of HR and administrative issues and projects.

KEY RESULT AREAS

HUMAN RESOURCES

- Provide administration support to People Services.
- Interpret and advise on low level agreement matters and maintain agreement information.
- Liaise with other People Services team members and other relevant officers to ensure the ongoing development and maintenance of human resources systems, databases and processes.
- Receive and deal with issues and problems of a sensitive or legal nature and when appropriate, refer to People Services Adviser.
- Participate in human resources initiatives.
- Drafting and producing correspondence.
- Drafting and reviewing of position descriptions and reclassifying roles.
- Undertake and assist in the effective development and implementation of projects.
- Undertake other relevant duties as directed by Manager People & Safety Services and/or Chief Executive Officer.
- Assist in keeping an up-to-date record of Working with Children Checks, Drivers Licence Checks and other relevant records.
- Liaise with People Services team on organising meetings and booking rooms.
- Support and assist Coordinator Work Health & Safety when required.
- Updating and monitoring relevant policies and procedures.

RECRUITMENT AND INDUCTION

- To undertake end to end recruitment tasks in a timely and professional manner and provide comprehensive recruitment services to the organisation.
- Coordinate the recruitment and induction process to ensure legislative compliance, alignment with organisational values, consistency, equity and currency of information.
- Promote advancement of the City and its reputation as an organisation committed to excellence as an employer.
- Sending out end of week Job Alert emails, maintaining job email inbox and coordinating work experience requests.
- Being the point of call for the public when it comes to general job enquiries.

- Provide advice to line supervisor on recruitment.
- Participate on interview panels as People Services representative.
- Complete reference checks in a timely and professional manner in line with organisational processes and procedures.
- Complete recruitment process in accordance with organisational procedure.
- Maintain databases, recruitment processes and procedures for volunteers.
- Maintain and update as required, induction booklets and commencement packs for City employees and volunteers.

LEARNING AND DEVELOPMENT

- Manage the internal GROW training program.
- Manage the online training system (Litmos).
- Maintain and update training records for databases and personnel files.
- Process training applications including conference bookings and memberships.

CUSTOMER SERVICE

Proactively maintain and further foster excellence in customer service values and culture throughout the City, with a consistently positive image of Council being promoted to the community.

ADMINISTRATION

Proactively maintain and further foster all administrative tasks, including but not limited to induction packs, databases, employee personnel files, learning and developments are current and up to date and attended to in a timely and professional manner.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

- Possession of, or progress towards a relevant qualification and/or equivalent relevant experience in administration, customer service or Human Resources services.

ESSENTIAL KNOWLEDGE/SKILLS CRITERIA

- Relevant 3-5 years' experience in human resources deliverables such as recruitment, inductions and administration work.
- Ability to maintain and foster positive communication throughout the organisation, and with external customers.
- Well-developed interpersonal skills.
- Delivery of consistently high standards of customer service at all times.
- Sound problem-solving and research skills.
- Developed ability to deal with people with due confidentiality, tact and discretion.
- Accurate presentation of advice, instruction/guidance and research findings, both verbally and written, via all standard forms of business communication.
- Knowledge of human resources principles and practices.
- Demonstrated administration experience, including administering programs, compiling reports, filing, agendas and business correspondence.
- Time management skills, including the ability to manage concurrent projects.
- Well-developed skills in the use of information technology, including the Microsoft Office suite.
- Ability to adapt to the use of new systems and frameworks.
- Experience of working in a multi-functional administrative function
- Previous experience in using and maintaining a Human Resources Information System.
- Ability to provide low level human resources advice across all levels within the organisation.
- Demonstrated ability to plan, organise, set priorities and manage time, so that the business unit resources are optimized and outcomes achieved within agreed timeframes.

SELECTION CRITERIA

1. Possession of, or progress towards a relevant qualification and/or equivalent relevant experience in recruitment or human resources services.
2. Relevant experience in human resources deliverables such as recruitment, inductions and administration work.
3. Experience of working in a multi-functional administrative environment requiring strict deadlines.
4. Previous experience in using and maintaining a Human Resources Information System.
5. Sound problem-solving and research skills.

PHYSICAL REQUIREMENTS

The City welcomes persons with physical disabilities to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing
- Able to sit for extended periods of time
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

DRIVERS LICENCE

Possession of a current 'C-A' (Automatic) or 'C-B' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Manager People Services

DATE PD REVIEWED/APPROVED: 6 December 2024
