

POSITION DESCRIPTION		
Position Title: People & Culture Officer	Classification: Band 2 Level 1 Grade 8	Position Number: BHCC-PC-06
Group/Area: People & Culture	Reports to: Executive Manager People & Culture	Hours per week: 35 hours per week
Our Organisation: <p> Vision: Broken Hill is a vibrant, prosperous, and culturally rich Heritage City shared with visitors from around the world. </p> <p> Mission: Council provides responsive community leadership to enhance community living and facilitate a prosperous economy </p> <p> Our Values: Accountability, Perseverance, Pride, Courage & Honesty, Teamwork </p>		
Position Objective: <p> The People & Culture team provides strategic and operational services to the organisation to ensure that we are a high performing workforce striving to create effective, efficient, and valued services to our community. </p> <p> The team works to achieve objectives under our workforce management plan focussing on innovative tactics to overcome challenges and opportunities that will make us a more effective and efficient organisation. This team has a goal to empower people managers to create and lead high performing teams and engage our employees to be achievement oriented. </p> <p> The People & Culture Officer has the capability to assist with general employee enquiries (including providing guidance to managers/ employees in the interpretation of policies, procedures, and awards); assists the Executive Manager and/or People & Culture Business Partners with administration of all other employee functions and participate in other team projects as required. </p> <p> The People & Culture Officer will play a pivotal role in the implementation of best practice service delivery and for improved customer experience outcomes. </p>		
Key Stakeholders: <ul style="list-style-type: none"> • General Manager • Executive and Senior Management teams • People and Culture team • Employees • Residents, ratepayers, and other users of Council services • Suppliers and contractors 		
Reporting Lines: <ul style="list-style-type: none"> • This position reports to the Executive Manager People & Culture. • The position does not have any direct reports. • The position may participate in projects. 		

Special Requirements:

- Some out of hours work may be required.

Accountabilities**You will use your professional skills and experience to:**

- Understand the operational requirements of the organisation to be able to provide quality customer service solutions to both internal and external stakeholders.
- Understand business partner outcomes; so that you can administer systems, policies, plans, documents, and processes within your team or for other departments you may support.
- Ensure enquiries are managed professionally and appropriately.
- Understand and interpret (with assistance where required), best practice human resource practices including being able to provide general information to employees regarding our Award, privacy and/or other human resources policies and procedures.
- Assisting with administration, customer service and coordination of recruitment, selection and induction of employees.
- Assisting with organising, delivery and recording of employee training development programs including onboarding of new employees.
- Assist with annual skill review and/or performance management processes in line with Council policies.
- Assisting with recording information in relation to HR processes including but not limited to Grievances, Worker Compensation, Industrial Relations, Secondary employment, and Compliance reporting.
- Assisting with the administration of Human Resource Information Systems (HRIS) including collating of monthly reporting of KPI's.
- Undertake research and assist with collation of statistical information to provide input into policy and procedure development, council strategic plans and reports or benchmarking activities.
- Complete generic administrative duties including but not limited to data entry, drafting standard correspondence, electronic records management, file research, accounts payments or reconciliations.
- Proactively working through allocated duties and projects to meet your own and allocated teams' objectives within timeframes set.
- Provide training and guidance to staff members of effective use of systems and processes.
- Provide back up support to team as and if required.
- Seek feedback and discuss with your supervisor on how you can be more effective in your role and improve your professional skills.
- Undertake other duties within employee's skills, competency and training as required.

You will contribute to a customer focused approach to service delivery by:

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our city and having the ability to promote these outcomes.
- Listening to customers and understanding that customer experiences are multi-faceted, and consideration is given to customer viewpoints and sensitivities surrounding particular decisions and interactions.

- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions.
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments.
- Responding to and resolve Customer Requests and enquires in a timely and customer focused manner.
- Ensuring that communication with customers is open, timely and transparent.
- Always act courteously and professionally towards customers.
- Manage difficult situations and conflicts – calmly and professionally.

You will contribute to an effective organisation by:

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department, and ensuring these are considered in decision-making.
- Support continuous improvement practices to ensure we are efficient and effective.

You will assist Council in achieving a financially sustainable future by:

- Contributing to a whole of Council approach to resource usage and allocation.
- Maintaining a 'value for money' attitude, through efficient and effective use of resources.
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs.

You will adopt a teamwork approach by:

- Performing an active role within the team to achieve the objectives of that function.
- Engage in regular communication and cooperation with fellow team members.
- Understanding that all staff at Council are one team working towards a shared purpose and applying a 'whole of organisation' approach to every aspect of your work.
- Embracing and promoting the values of the organisation.
- Setting an example for other employees regardless of reporting lines.
- Committing to self-awareness and improving professional effectiveness.
- Understanding corporate risks that apply to your activities.
- Conduct other duties as required to support the People and Culture team.

You will assist Council to meet Records Information management:

- Understand and implement compliant records management in line with the State Records Act and BHCC Record Management Policy.

You will ensure a safe and equitable workplace environment by:

- Acting in accordance with the NSW WHS Act 2011, WHS regulations and Council's WHS Framework
- Implementing, monitoring, and complying with Council's WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions, and associated tools in the work area.
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these.
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics, and EEO plans are developed and implemented accordingly.

Other duties

In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence, and training.

Employees shall have reasonable and equitable access to education and training. Such education and training shall enable employees to acquire the range of skills they are required to apply in their positions.


Selection Criteria**Essential:**

- Minimum Certificate III or equivalent in human resources, business administration, local government or other relevant discipline.
- Experience in or exposure to human resources, corporate administration, WHS/RTW or similar.
- Experience in the use of HRIS systems/software or similar databases.
- Demonstrated ability to interpret and apply legislation.
- Demonstrated high level skills and experience with Microsoft Office suite applications including Excel, Word, Outlook and PowerPoint.
- Demonstrated high level written and verbal communication skills including report writing.
- Demonstrated ability to produce work of a high standard including numeric accuracy and attention to detail.
- Demonstrated ability to prioritise workload and meet deadlines.
- Demonstrated commitment to a customer service culture and delivery of quality service.
- Demonstrated understanding of the sensitive and confidential nature of human resource and payroll enquiries.

Desirable:

- Tertiary studies in Human Resources/ Organisational Development.
- Experience in Local Government.
- Workers Compensation Rehabilitation Accreditation.
- Experience in performance management, training, staff development and recruitment.
- Strong research and ability to collate/ interpret data.
- Problem solving skills, seeking to find solutions.

Acceptance of Position Description

Agreed: General Manager	Signature: 	Date: 04/06/2024
<i>I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.</i>		
Accepted: Employee Name	Signature:	Date: