

POSITION DESCRIPTION		
Position Title: Trainee People & Culture Officer	Classification: As per Award Trainee	Position Number: BHCC-PC-08
Group/Area: People & Culture	Reports to: Executive Manager People & Culture	Hours per week: 35 hours per week
Our Organisation: Vision: Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world. Mission: Council provides responsive community leadership to enhance community living and facilitate a prosperous economy Our Values: Accountability, Perseverance, Pride, Courage & Honesty, Teamwork		
Position Objective: The People & Culture function incorporates end to end administration, advice and service delivery through the People & Culture lifecycle (recruitment & selection, training, reward & recognition, performance, and separation). The Trainee People & Culture Officer has the capability to assist with general People & Culture enquiries and assists the People & Culture team with administration of all other functions and participates in other team projects as required. This role plays a pivotal role in the implementation of best practice service delivery and for improved customer experience outcomes. The Trainee People & Culture Officer will undertake and successfully complete the required qualification within the specified period.		
Key Stakeholders: • General Manager • Executive Manager People & Culture • Executive and Senior Leadership teams • Employees • Residents, ratepayers and other users of Council services • Suppliers and contractors		
Reporting Lines: • This position reports to the Executive Manager People & Culture. • The position does not have any direct reports.		
Special Requirements: • Certificate IV in Human Resource Management • Out of hours work when required on an equal time-in-lieu basis		

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.
- Ensure enquiries are managed professionally and appropriately.
- Assisting with administration for recruitment, selection and induction of employees.
- Assisting with organising, delivering and recording employee training development programs including onboarding of new employees.
- Assisting with recording information in relation to HR processes.
- Assisting with the administration of Human Resource Information Systems (HRIS).
- Complete generic administrative duties including but not limited to data entry, drafting standard correspondence, electronic records management, file research, accounts payments or reconciliations etc.
- Proactively working through allocated duties and projects to meet your own and allocated team objectives within set timeframes.
- 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 viewpoint 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 resolving 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.

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 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 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.

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**

- Secondary School Certificate or equivalent.
- Current NSW Class C Driver's License (minimum provisional license) or ability to obtain.
- Genuine interest in pursuing a career in Local Government.
- Good literacy and numeracy skills.
- Good written and oral communication skills.
- Sound knowledge in the use of computers & internet systems.
- Commitment to being a team player.
- Demonstrated commitment to a customer service culture and delivery of quality service.

Desirable

- Experience in Microsoft Office Suite, including Word, Excel, Outlook etc.
- Work experience in an administrative environment.

Acceptance of Position Description

Agreed: General Manager	Signature: 	Date: 25/06/2025
<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: