

Upper Lachlan Shire Council



Position	Human Resources Officer
Reports to	MANAGER HUMAN RESOURCES
Group	FINANCE AND ADMINISTRATION
Band/Level	B2/L2
Grade	11
Date revised	October 2024

Primary Purpose

To deliver contemporary human resources services in a timely, professional and accurate manner that contribute to the achievement of Council's Plans to meet legislative and organisational requirements. Provide human resources information, guidance and support that promotes contribution, performance and service delivery and reporting to ensure services are delivered in an efficient, effective and safe manner.

Council Values

Council's values of sustainability, integrity, respect and professionalism guide the decisions, actions and conduct of all employees.

Accountabilities

- Provide high quality customer service to internal and external customers to ensure employees are knowledgeable about organisational goals, objectives and provide a framework for achievement of objectives.
- Maintain a thorough knowledge of industrial awards and relevant employee relations' issues and provide appropriate advice and assistance as required to the Chief Executive Officer, Directors, Managers and staff on such matters.
- Assist with overall operations of Human Resources, including Staff Recruitment, Inductions, Contractor Arrangements, Annual Performance Reviews, Industrial Relations, Development and Training, Records Management registering employee documents in EDMS.
- Maintain organisational structure requirements. Regularly update relevant statistical data for planning and reporting purposes and for strategic workforce planning.
- Maintain an Annual Review and Staff Development Scheme for each employee in accordance with the Award and Council procedures in line with industrial awards, council salary system, legislation and council agreements.
- Collect, collate and make available accurate and timely reports and information by providing monthly and annual reports to the Manager Human Resources and Executive as appropriate on all aspects of the Human Resources programs, services and operations.
- Interpret and apply Local Government (State) Award provisions to the human resources function and provide professional and timely response to enquiries.

- Coordinate the administration, maintenance and security of employee personnel files, contracts of employment for senior management and non-managerial contract employees.
- Assist the Manager Human Resources in the preparation of the Human Resources draft budget and financial and non-financial documentation, including submissions and liaison for funding/service assistance or agreements.
- Assist the Human Resources business unit including but not limited to; annual training plans coordination and delivery, annual performance reviews administration, recruitment and selection, records management registering documents in EDMS and appropriate records are maintained in accordance with Councils Records Management Policy and Procedures.
- In conjunction with the Manager Human Resources assist in the management of the following Authority Software modules in respect to their application, maintenance and development relating to Payroll, Human Resources Management, Responsible Officers Registration.
- Actively contribute to and participate in the efficient and effective operation of the Consultative Committee.
- Attend advisory committees, NSW and Southern Region Human Resource conferences or other relevant functions/meetings conducted by industry bodies. Create networks within local government, private industry and other key contacts. Effectively manage customer relations including staff groups, individuals, external clients and contractors.
- Participate and contribute to intra-organisation co-ordination and consultative mechanisms, ensuring complaints both internal and external are kept to a minimum and resolved within shortest possible time frame.
- Provide back up support and undertake Payroll functions as required or directed by Manager Human Resources.
- Contribute to the performance of Council: leading by example, demonstrating professional conduct making the best use of knowledge, experience and skills, and being accountable for the decisions made.
- Ensure a safe working environment by taking accountability for own actions and complying with Council's WHS policies and procedures.

The employee is required to undertake any other duties, projects or tasks as directed by their Manager and Department Director, which are within his/her skills, competence and training.

Key relationships

Internal	External
Management Team	Unions, Local Government Bodies and Professional Associations, Other Councils
Human Resources Team	Government Agencies and Authorities. Non-Government Agencies
Employees	Consultants/Business Training Providers (RTO's)
Internal Committees – Consultative & WHS	Audit Office

SALARY PROGRESSION CRITERIA

Human Resources Officer



The emphasis at this level will be placed on the demonstrated application of the skills and knowledge required of the position. Assessments will be made based on the experience/qualifications of the jobholder and their ability to apply skills and knowledge to meet the accountabilities defined in the job description.

MINIMUM JOB REQUIREMENT

The jobholder is required to have met the essential criteria as described in the job description.

STEP 1	
Before being assessed for Step 1 Skills, the jobholder must have demonstrated achievement of all Essential Criteria described in the job description. When the jobholder demonstrates the achievement of all skills in Step 1, they are eligible for an increase in their rate of pay.	
1	Hold Certificate IV Human Resources/Industrial Relations.
2	Demonstrate the following abilities: <ul style="list-style-type: none">• Co-ordinate end to end recruitment functions from advertising to on-boarding.• Knowledge of Councils' activities and procedures in the Authority Software application in relation to leave entitlements.• Ensure both external and internal customers' needs are met accurately, efficiently and in a courteous manner.• Demonstrated ability in correspondence and report writing.
3	Acceptance of responsibility for: <ul style="list-style-type: none">• Planning and prioritisation of work on a daily basis.• To be accountable for own actions.• Satisfactory solutions for problems or enquiries with council employees and/or public.• Confidentiality and discretion relating to maintenance and provision of Council Information.• Acceptance of responsibility for and managing own tasks.• Training records are kept updated and filed in HP Content Manager EDMS.

4	<p>Adopt and utilise safe working practices:</p> <ul style="list-style-type: none"> • To have understanding of Council’s Work Health and Safety Policy and Procedures. • To be responsible for and show that work area has been maintained in a tidy and safe standard at all times. • Ability to report to supervisor any unsafe practices observed.
5	<p>Demonstrated ability to work as a team member.</p> <ul style="list-style-type: none"> • To ensure that all other Council staff members are treated with courtesy and respect. • To ensure that supervisors, senior managers and directors’ work requests are complied with. • Co-ordinate with other divisions within Council to enable recruitment deadlines and processes to be met. • To react positively to workplace reform and changed priorities.
6	<p>Knowledge of Council activities, policies and procedure:</p> <ul style="list-style-type: none"> • To adhere to Council’s code of conduct at all times. • To protect and promote the image of Council as both efficient and courteous. • To be able to locate a copy of Council’s policies and procedures on demand and produce a copy if required. • Upgrade personnel files data and security to ensure confidentiality. • Provide up-to-date reports and documentation to Manager Human Resources.
7	<p>Demonstrated ability to maintain, process and reconcile human resources requests in an accurate and timely manner.</p>
8	<p>Provide Monthly reports to relevant CEO/Directors/Managers on sick leave balances providing analysis on trends and employees on long-term sick leave.</p>

STEP 2

Before being assessed for Step 2 Skills, the jobholder must have demonstrated achievement of all Essential Criteria and Step 1 Skills.

When the jobholder demonstrates the achievement of all Skills in Step 2, they are eligible for an increase in their rate of pay.

1	Demonstrate the following knowledge of Council's Human Resources System: <ul style="list-style-type: none">• Advice correctly provided in line with Industrial Award, Council agreements and Legislative requirements.• Demonstrated thorough knowledge and application of the award and employment legislation in regards to employees entitlements.• Ensure all necessary documentation is complete and advice given to new employees concerning employee deductions.• Personnel files are complete, kept up-to-date and secured confidentially to prohibit unauthorised access.• Understanding of recruitment processes and uploading information to portal.
2	Demonstrate ability in Judgement and Problem Solving: <ul style="list-style-type: none">• To maintain a spirit of co-operation and goodwill to all employees, individuals and organisations within the community.• Dealing with and resolving complaints.• Ability to decide appropriate action and respond accordingly in work situation.• To follow workplace procedures for hazard identification and risk control.• To be responsible for timely reporting of operational matters, incidents etc. to Supervisor.• To interpret problems, determine method of resolution on a variety of issues, use initiative to apply options within procedural limits of work.
3	Report all relevant changes in workplace legislation to Manager Human Resources on at least a quarterly basis.
4	Prepare monthly comparison reports on actual sick leave to budgeted figures.
5	Demonstrated ability to deal with difficult customers.
6	Working positively with others in the organisation.
7	Demonstrated knowledge and application of legislation and policy requirements in reference to industrial relations matters e.g. terminations.
8	Demonstrate ability as follows: <ul style="list-style-type: none">• Maintain confidentiality in matters relating to Council, follow processes in respect of records• Use judgement in interpretation of operational policies and procedures.

STEP 3

Before being assessed for Step 3 Skills, the jobholder must have demonstrated achievement of all Essential Criteria, Step 1 and Step 2 Skills.

When the jobholder demonstrates the achievement of all skills in Step 3, they are eligible for an increase in their rate of pay.

1	To seek improvement and innovation in work practices for the organisations benefit: <ul style="list-style-type: none">• Participate in and provide input into Council's human resource system processes.• To continually assess and apply improvements in processes to increase efficiency in the position.• To contribute to the development and implementation of priorities, practices, processes.• To be able to effectively document decisions.
2	Demonstrated ability to maintain up-to-date knowledge.
3	Demonstrated ability in policy writing.
4	To have achieved improvement and innovation in work practices for the organisations benefit.
5	Thorough understanding of Councils' award and ability to interpret same.
6	To produce quarterly reports every year to keep management and supervisors informed on Human resources procedures/issues.
6	To update and maintain accurate records on Council's human resources structure.
7	To have input to and initiate improved human resources processes.
8	To have the following Management skills: <ul style="list-style-type: none">• To assist and/or carry out in house training of Council staff.• Co-ordinate with other directorates within Council to enable human resource recruitment deadlines and processes are met.• To be able to prepare written correspondence and reports to senior management for decision-making.• To monitor own performance against set objectives and tasks.• Assist with development and implementation of policies/procedures/practices.
9	To participate in Councils' processes (including WH&S, risk management): <ul style="list-style-type: none">• Ensure cooperation and provide information when requested for Work, Health and Safety processes and workers compensation claims management to Health and Safety Leader.• Ensure cooperation and provide information when requested with development and implementation of Risk Management processes relevant to human resources.• Upgrade personnel files data and security to ensure confidentiality.• Provide up-to-date reports and documentation to Manager Human Resources.

STEP 4

Before being assessed for Step 4 Skills, the jobholder must have demonstrated achievement of all Essential Criteria, Step 1, Step 2 and Step 3 Skills.

When the jobholder demonstrates the achievement of all skills in Step 4, they are eligible for an increase in their rate of pay.

1	Fully meets the requirements of the position description.
2	Demonstrated ability to research information accurately and in a timely manner.
3	High level Human Resources competency.
4	Proven experience in staff employment termination including application of the award and entitlements.
5	Maintains effective work practices and is knowledgeable and proficient in human resources processes.
6	Contributes effectively to the team environment.
7	Shows leadership when applying Council policies, practices and procedures in the work place.
8	Quality and quantity of work regularly meets requirements with no breaches of employee private details and ensure employee details are confidentially stored.
9	Demonstrated ability to run a fortnight pay run for all employees in Civica Authority.
10	Promotes Council's image.

STEP MAXIMUM COMPETENCIES REQUIREMENT

To achieve Step Maximum Competencies the jobholder must apply a superior level of skills, knowledge, competencies and expertise to the position. Step Maximum Competencies will be achieved by the attainment of:-

1. Agreed competency and/or training/qualifications
2. Demonstrated efficiency and productivity improvements
3. Development and/or delivery of an innovative project
4. Continuous work improvement for a defined timeframe

Step Maximum Competencies will be subject to determination and assessment by the relevant Director, in consultation with the jobholder. Before the jobholder can be assessed at Step Maximum, the jobholder must have achieved Steps 1, 2, 3 and 4 Competencies.

Note: Competencies will be obtained and/or developed from a combination of the following sources:-

- Training.gov.au
- Job-specific competencies developed by Council
- WHS standards
- Former position description skill steps