



TORRES STRAIT ISLAND REGIONAL COUNCIL

POSITION DESCRIPTION

Organisation:	Torres Strait Island Regional Council
Position Title:	People & Wellbeing Coordinator
Position Classification:	Level 6
Instrument:	Torres Strait Island Regional Council Certified Agreement
QLD Local Government Industry Stream:	Stream A
Directorate:	Corporate Services

PRIMARY PURPOSE

We are much more than a Council. Our work impacts the lives of the Community we serve in a profound way through the range of services we offer, as a major employer and a vital link in the infrastructure that supports the community. We respect *Ailan Kastom* and what it has to teach us to help culture and communities to thrive. We recognise that each community is not the same with unique language and cultural differences.

POSITION OBJECTIVE

The People and Wellbeing Coordinator provides high-quality operational human resource services, advice and support across the employee lifecycle to ensure the effective delivery of People and Wellbeing functions throughout Council.

The position coordinates a broad range of human resource activities, including probation, performance management administration, employee records management, workforce reporting, policy implementation and the administration of Council's Human Resource Information System (TechnologyOne). The role also supports organisational initiatives that promote a capable, engaged and high-performing workforce.

Working collaboratively with managers and employees, the People and Wellbeing Coordinator provides timely, accurate and practical advice on employment matters, industrial instruments, policies and procedures to ensure legislative compliance, consistency and best practice.

Reporting to the Manager, People and Wellbeing, the position supervises the People and Wellbeing Officer, coordinates the day-to-day operations of the People and Wellbeing function and contributes to creating a respectful, productive and inclusive workplace where employees are supported to perform at their best.

KEY RESPONSIBILITIES

People & Wellbeing Functions:

- Supervise, mentor and provide day-to-day direction to the People and Wellbeing Officer to ensure the efficient delivery of People and Wellbeing services.
- Coordinate the delivery of operational People and Wellbeing functions across the employee lifecycle.
- Provide timely advice and support to managers and employees regarding employment conditions, leave entitlements, Awards, the Certified Agreement, Council policies, procedures and relevant legislation.

- Oversee and manage employment documentation, prepare and process contract variations, transfers, acting arrangements, secondments, promotions and cessations.
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- Coordinate the induction and welcome experience for new starter acting as a key point of contact to ensure a positive employee experience and compliance with Council requirements.
- Oversee the probationary review processes and timeframes, ensuring timely completion, proactive follow-up with manager/supervisors and maintenance of accurate compliance records.
- Conduct employee exit interviews, identify trends and provide recommendations to improve employee engagement and retention.
- Assist in the development, review and implementation of People and Wellbeing policies, procedures, position descriptions, forms, templates, performance review documentation and employee resources, including the Staff Handbook.
- Assist in the development and delivery of information sessions, inductions and training relating to People and Wellbeing policies, procedures and systems.
- Maintain strict confidentiality and exercise discretion when dealing with sensitive employee information.
- Ensuring changes are done in Visio Organisational Chart and is updated regularly.
- Provide administrative support to the People and Wellbeing team including maintaining human resources records using Council's internal Human Resources Information System (Technology One) to ensure best practice, quality assurance, and compliance with record keeping policy and procedures.
- Collate People and Wellbeing information for the monthly/quarterly reporting and send to Manager, People and Wellbeing for approval.
- Assist Manager People and Wellbeing with monitoring the People and Wellbeing budget in accordance with policy and relevant legislation and report on any discrepancies.
- Monthly update People and Wellbeing registers including but not limited to grievance, performance management, parental leave, performance improvement plans, cessations, interviews, absenteeism, and overseeing the Compliance Register relating to the onboarding documentation such as police clearances, Blue Cards, driving licences etc.
- Other suitable duties, consistent with the duties responsibilities of the position as directed by your manager or nominated delegate.

Records Management

- Maintain accurate, complete and confidential personnel, and employment records.
- Ensure all records are captured, stored and managed in accordance with Council's records management framework, legislative requirements and privacy obligations.

Employee Relations

- Assist with operational advice and support to managers regarding employee performance, conduct, disciplinary matters and workplace investigations.
- •Assist managers in preparing documentation, coordinating meetings and implementing employee relations processes in accordance with Council policies, industrial instruments and legislation.
- •Provide advice on the interpretation and application of employment legislation, Awards, Certified Agreements and Council policies.
- •Escalate complex employee relations matters to the Manager People and Wellbeing as appropriate.

Recruitment

- Provide assistance to the Recruitment section as and when required.

General

- Participate in special projects and perform any other duties as required.
- Maintain productive working relationships and provide team support.
- Foster productive working relationships across Council and with external stakeholders.
- Promote and model Council's vision, values and expected behaviours.
- Maintain professional knowledge and participate in learning and development opportunities.
- Participate in performance and development planning.
- Comply with all Council policies, procedures and lawful directions.
- Undertake other duties within the scope, level and capability of the position as directed by the Manager, People and Wellbeing.
- Comply with Council's health and safety policies and procedures.
- Ensure safe work practices and a safe work environment are always maintained.
- Negotiate with line manager to complete appropriate education and training.

CAPABILITIES, SKILLS & EXPERIENCE

- 1) Consistently demonstrates behaviours that reflect Council's values of One, Respect, Accountability, Courage and Resilience with all stakeholders.
- 2) Minimum of a Cert IV in Human Resources and/or significant experience in a related field.
- 3) High level of knowledge of software applications such as Microsoft Office Suite and Adobe (e.g., Word, Excel, and PowerPoint).
- 4) Demonstrated experience coordinating operational human resource functions within a medium to large organisation.
- 5) Demonstrated knowledge of employment legislation, industrial relations principles, Awards and Certified Agreements.
- 6) Experience providing practical advice and support to managers and employees on human resource matters.
- 7) Demonstrated experience using Human Resource Information Systems, preferably TechnologyOne or a similar system.
- 8) High-level proficiency in Microsoft Office applications, including Word, Excel, Outlook and PowerPoint.
- 9) Excellent organisational skills with the ability to manage competing priorities and meet deadlines.
- 10) Highly developed written and verbal communication skills, including the ability to prepare reports, correspondence and employment documentation.

- 11) Demonstrated ability to maintain confidentiality and exercise sound judgement when dealing with sensitive information.
- 12) Ability to relate to and communicate with people at all levels to navigate complex change initiatives, drive engagement and achieve a positive workplace culture.
- 13) Demonstrated commitment to workplace practices that value and encourage continual improvement, innovation, creativity and professional development.

Desirable

- Diploma or Degree in Human Resource Management or a related discipline.
- Experience working within Queensland Local Government.
- Knowledge of the Local Government Industry (Stream A) Award – State 2017 and Council Certified Agreements.
- Experience supervising or mentoring staff.
- Current Queensland "C" Class Driver Licence.

OTHER CONDITIONS/REQUIREMENTS

- Occasional travel throughout the Torres Strait Islands is an inherent requirement of this position.
- The successful applicant will be required to obtain and maintain a satisfactory National Police Certificate.
- TSIRC employees may be required to maintain relevant immunisations where travel or operational requirements identify an increased health risk.
- The employee shall comply with relevant Workplace Health and Safety legislation, Codes of Practice and Council's Workplace Health and Safety Management System.
- Employees are required to take reasonable care for their own health and safety and that of others, report hazards and incidents promptly, and follow all safe work procedures.
- Where duties involve higher-risk activities, tasks will only be undertaken where the employee has the appropriate competency, training and authorisation.
- A basic knowledge and understanding of languages specific to the Torres Strait including Meriam Mer, Kala Lagaw Ya, and Creole would be highly desirable.

The employee is expected to carry out their duties in accordance with the relevant legislation and Council policies including but not limited to:

- a) anti-discrimination
- b) equal employment opportunity
- c) confidentiality
- d) local government principles
- e) *Ailan Kastom*
- f) Council's Vision and Values listed on the next page.

OUR VISION & VALUES

“ For our Community and Council to be Autonomous, Prosperous and Sustainable ”

Value & Value Statement		Desired Behaviours
 ONE We are one team who achieves together.	• We show care for people and look out for each other. • We speak up and support others to be safe and healthy. • We respectfully address behaviours that conflict with Council's values. • We create positive unity within our organisation, our communities and our region.	
 RESPECT We have respect for each other and the communities we serve.	• We respect and recognise Ailan Kastom. • We are open and collaborative, valuing clear community engagement. • We recognise and respect diversity, individual needs, experience and strengths.	
 ACCOUNTABILITY We are accountable and responsive to our communities.	• We take pride in our work and pursue a standard of service excellence, doing more with less. • We consistently strive for transparency and good governance to the benefit of public interest. • We are reliable, honest and ethical in all we do.	
 COURAGE We are courageous leaders, who think innovatively.	• We encourage, value and reward creative thinking. • We respect and explore different ideas and perspectives. • We embrace change and actively promote Council's vision.	
 RESILIENCE We are builders of a sustainable and resilient region.	• We actively seek opportunities to continuously improve and bring growth to our region. • We think globally, act regionally. • We empower our people and communities; embracing local opportunity and participation.	