

POSITION DESCRIPTION

POSITION: Work Health & Safety Business Partner	
DIRECTORATE: Office of the General Manager	GROUP: People Culture & Safety
SECTION:	REPORTS TO: Team Leader Work Health & Safety
GRADE: I	EMPLOYMENT TYPE: Permanent Full Time
HOURS/WEEK: 35	POSITION No.: New
DATE: August 2026	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

The Office of the General Manager – through the Executive Leadership Team – provides strategic direction and corporate leadership for the operations, governance and organisational performance of the City. This is achieved through a focus on; financial and corporate sustainability; driving economic and tourism outcomes and ensuring effective people, culture and safety outcomes.

THE GROUP/SECTION

Our People Culture & Safety Group works in a strategic capacity with our people and leaders to ensure a positive and productive work environment, through effective guidance around workforce resourcing, learning & development, leadership, reward and recognition, performance management and safety, health & wellbeing.

POSITION OBJECTIVES

This role provides professional Health & Safety advice and support to leaders and staff, contributing to ensuring a safe working environment and effective approaches to safe systems of work. It is responsible for the day-to-day implementation, operation and refinement of the WHS Management System, ensuring practical approaches to injury management, return to work and wellbeing which provide a platform for a proactive safety culture across the organisation.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
 - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

- Undertake the review, maintenance and implementation of the City's Health & Safety management processes, policies, and procedures
- Undertake injury management RTW & Workers Compensation claims management as required.
- Champion a culture that promotes the use of the WHS management system, processes and tools by developing strong communication channels, providing feedback to staff and being responsive to the needs of the work units.
- Partner with leaders, line managers and supervisors to support the implementation of the safety management system and operational safety processes, and proactively identify, assess and address safety risks across diverse areas of the City.
- Facilitate WHS communication/engagement mediums throughout the City of Coffs Harbour.
- Partner with the leadership team and business units to drive and promote Health & Wellbeing initiatives and programs.
- Support the development and delivery of WHS strategies, training and capability initiatives, and undertake workplace injury and incident investigations in accordance with the City's procedures.
- Maintain the integrity of incident data and review incident reports and site inspections to support corrective actions and continuous improvement initiatives.
- Assist in undertaking and reporting on health and safety audits, along with the development of WHS performance metrics.
- Facilitate the administration of the City's Alcohol and Other Drugs (AOD) program
- Support the City's Health and Safety Committee in conjunction with other team members.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.
- Monitor legislative, regulatory and industry changes and provide advice on what the organisation needs to do to remain compliant.
- Conduct and/or lead audits, inspections and assurance activities, including identifying systemic issues and tracking corrective actions through to completion.
- Provide specialist advice on contractor WHS management, including prequalification, mobilisation, monitoring, high-risk work and contractor performance.
- Liaise with regulators, insurers, external consultants and other stakeholders on significant WHS matters where required.

KEY RELATIONSHIPS

Internal

- City Leaders
- WHS Team
- Employees
- Organisational Development Group
- Health & Safety Committee

External

- SafeWork NSW
- StateCover

- Medical Practitioners
- Allied Health Professionals

OTHER POSITION REQUIREMENTS

- Based on a 35 hour week, the ordinary hours of work will generally be between 06:00 and 19:00 Monday to Friday. Actual start and finish times within this span will be arranged with your People Leader. Ordinary hours worked outside this span as agreed will attract the appropriate shift penalty in accordance with the Award and the City's procedures.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position is located at Yarrila Place, 27 Gordon Street Coffs Harbour, with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position involves working in a predominantly indoor environment and using a computer is considered a core component of the role. There may be occasional visits to other work locations. The position requires an average level of aerobic and physical fitness to undertake occasional physical activities, including manual handling tasks as part of a normal working environment. A medical assessment will be required to be completed prior to commencement.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Tertiary qualifications in Health & Safety, Health & Wellbeing or a related discipline
- Demonstrated experience in health & safety, wellbeing, or injury management services in a diverse organisation
- Current Class C Drivers Licence

Desirable

- Return to Work Coordination Certificate

CAPABILITIES

- Demonstrated capability to develop and implement health and safety policies and procedures and support implementation in the workplace
- High level capability in delivering effective injury management, return to work and workers compensation approaches.
- Strong understanding and ability to deliver practical and outcome focused health and wellbeing initiatives.
- Demonstrated skills in facilitating incident investigations to identify root causes and recommend actions for improvement.
- Demonstrated sound analytical skills including the ability to analyse and interpret information, prepare written reports, and recommending focussed workplace safety solutions.

- Demonstrated ability to drive and implement process improvement and identify proactive and corrective solutions.
- Demonstrated ability to facilitate safety committees and support members to ensure a uniform direction and understanding of the role of the committee.
- Exceptional interpersonal skills and highly developed verbal and written communication skills.
- Proven high-level computer literacy skills, specifically the MS suite.
- Demonstrated organisational and time management skills.

Position Demands Analysis

Health & Safety Business Partner

EXPOSURE RATING TABLE			
No exposure	Low Exposure	Medium Exposure	High Exposure
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	1	2	3

PHYSICAL REQUIREMENTS					
<i>All Lifting to be undertaken using effective risk based manual handling techniques.</i>					
Sedentary work lifting 0 - 4.5kg	1	Elevating arms above shoulder height		Climbing to access / exit excavations	
Light work lifting 4.5 - 9.1kg	1	Extend arms for reaching		Kneeling for extended periods	
Medium work lifting 9.1 - 22.7kg		Sitting for extended periods	3	Crawling	
Heavy work lifting 22.7 - 45.5kg		Standing for extended periods	1	Balancing	
Repetitive Lifting		Walking for extended periods	1	Hearing above background noise	1
Pulling Loads > 5kg		Walking on uneven ground	1	Depth perception	
Pushing loads > 5kg		Frequent bending / stooping		Colour vision	
Lifting with trunk twisting		Shovelling / digging		Fine manipulation	
		Throwing			
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	1	Dust Mask / Respirator		Reflective vest	1
Hard hat	1	Protective eyewear	1	Breathing Apparatus (BA)	
Ear plugs / muffs	1	Gloves			
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	1			Odours / Mists / Fumes	1
Liquids				Possible exposure to sharps	
Herbicide spraying				Possible exposure to Q Fever	
Pesticide spraying				Possible exposure to Tetanus	
Gases / Vapours				Possible exposure to Hepatitis A, B, C	
Working with solvents				Possible exposure to blood / bodily fluids	1
				Possible exposure to plant pathogens	
PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	1	Slippery surfaces	
Outside work	1	Operating machinery		Low light areas	
Confined spaces		Vibration		Shift work	
Working alone		Working at heights		Use of computer for screen-based activities	3
Working with hot substances		High Temperatures > 38 degrees		Prolonged driving periods > 2hrs	
Working with cold substances		Low Temperatures < 3 degrees		Violence / aggression from customers	
Noisy work areas	1	Fatigue		Violence / aggression from animals / wildlife	