

POSITION DESCRIPTION

POSITION: Human Resources Assistant	
DIRECTORATE: Office of the General Manager	GROUP: People Culture & Safety
SECTION: People Culture & Safety	REPORTS TO: Team Leader Human Resources
GRADE: E	EMPLOYMENT TYPE: Part-Time Fixed Term
HOURS/WEEK: 21 hours per week	POSITION No.: 1079
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

The Human Resources Assistant provides accurate, timely and high quality administrative and operational support to the Human Resources Team to ensure the efficient and consistent delivery and functioning of HR services.

This position is the first point of contact for routine HR enquiries and training logistics, onboarding activities, HR systems, record-keeping and employee lifecycle processes to ensure smooth delivery of people initiatives and a positive employee experience.

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

Key Responsibilities

HR Systems, Data and Reporting

- Maintain accurate and confidential employee records in HRIS, digital filing systems, databases and registers in line with established procedures.
- Generate and process HR reports, forms, variations, and documentation in line with organisational procedures
- Provide administrative support by preparing standard HR correspondence using approved templates and maintain accurate employee records.

- Assist with maintaining position descriptions, organisational charts, HR templates and standard correspondence.
- Monitor shared HR inboxes and respond to routine enquiries.
- Assist with policy/procedure updates and maintaining HR intranet content.
- Ensure all HR activities comply with organisational policies, industrial instruments, and legislative requirements.

Learning & Development Coordination

- Coordinate logistics for training sessions, inductions and workshops, including inquiries and bookings with training providers, room setup, calendar invites, attendance sheets and participant communication, including evaluation forms and post-session documentation as required.
- Assist with monitoring mandatory training compliance and follow up outstanding requirements.
- Provide administrative and coordination support for the City's work experience, apprentice and traineeship opportunities, coordinating documentation, approvals and logistical arrangements, and maintaining accurate records and supporting documentation
- Support the City's participation in career expos and related workforce events including registrations, bookings, materials, stakeholder communications, and event logistics.
- Create Purchase orders and processing of invoices

Employee Lifecycle

- Provide routine administrative support to recruitment and talent acquisition activities, including posting approved advertisements, coordinating interview and pre-employment arrangements, preparing standard candidate correspondence, maintaining recruitment records and responding to routine candidate enquiries.
- Support new employee orientation and ensure all onboarding tasks are completed.
- Provide administrative support for established employee lifecycle processes, including onboarding, probation tracking, employment variations and exit administration.
- Provide administrative and coordination support to Human Resources Business Partners in the delivery of employee lifecycle processes, cyclical HR activities and agreed projects, including preparing documentation and correspondence, and collating or researching information.

Other Duties

- Undertake other tasks/duties as directed by your leader that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Team Leader Human Resources
- People Culture and Safety Team
- Group Leader People Culture & Safety
- People leaders and employees across the organisation
- Payroll and Governance

External

- Training providers & Registered Training organisations
- Consultants and service providers
- Schools and Industry service providers

OTHER POSITION REQUIREMENTS

- Based on a 35 hour week, working hours Monday to Friday between the span of 6am to 7pm with the actual rostered hours to be worked as agreed by your people leader.
- 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 located at Yarrila Place and may be required to attend and/or work at other sites/locations from time to time 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

- Demonstrated recent experience in administrative support, preferably within HR or a related field.
- Proficiency in Microsoft Office and confidence using HRIS or similar systems.

Desirable

- Certificate III in Human Resources / Business Admin or higher
- Experience in local government or public sector environments.
- Familiarity with industrial instruments, awards, and basic HR legislation.

CAPABILITIES

- Strong organisational skills with the ability to manage competing priorities.
- High level of attention to detail and accuracy in data entry and documentation.
- Strong written and verbal communication skills.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Demonstrated ability to build positive working relationships and provide customer-focused service.
- Reliability
- Able to work independently and as part of a team - collaboratively and supporting colleagues during peak periods.

Position Demands Analysis Human Resources Assistant

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