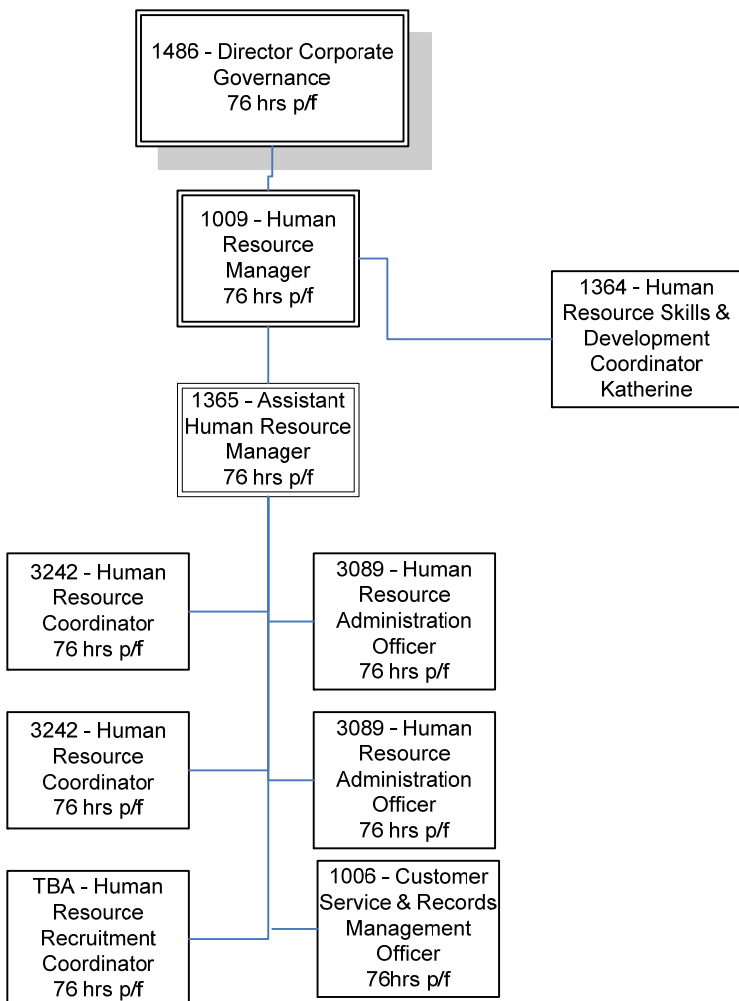


POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	Human Resource Manager	Designation & Classification Level	Contract 3 years – plus 2 year option
Position No	1009	Directorate	Corporate Governance
Division	Human Resources	Date Created	January 2011
Location	Katherine	Date Approved	January 2011
Reports To	Director Corporate Governance	Version Date	29 th August 2014
2. POSITION CONTEXT			
Council Overview	<p>The Roper Gulf Regional Council provides a range of services over an area that spans 185,000 sq km (80% the size of Victoria) that covers the region east and southeast of Katherine, Northern Territory. The total estimated resident population of the Council is 6,919.</p> <p>Roper Gulf Regional Council incorporates eleven main communities and delivers services such as: Council Administration; Waste Management; Municipal Services; Sport & Recreation; Aged Care; Child Care; Youth Services and Juvenile Diversion; Libraries; RJCP Programs; Power, Water and Sewerage Maintenance; Repairs and Maintenance and Tenancy Management; Night Patrol, Civil Works, and many more.</p> <p>The Council's mission statement is: "Working as one towards a better future through effective use of all resources". This serves to give strategic direction to the Council's service delivery and its partnerships with the NT and Australian Governments and other stakeholders.</p> <p>The overall vision of Roper Gulf Regional Council is to be a sustainable, viable and vibrant leader in improving the quality of family and community life in the Northern Territory.</p>		
Principal Objectives	<p>Operating under the direction of the Director Corporate Governance and in accordance with Council corporate plans and policies and relevant legislation the principal objectives of this position are:</p> <ul style="list-style-type: none"> • To implement and maintain professional human resource systems throughout Council. • The provision of leadership and advice to the Executive Management Team on all human resource functions and industrial relations matters. • The development and implementation of human resource policies as outlined in the Local Government Act and as required by Council. • The provision of a high quality customer service, including customer complaints coordination. • The provision of a high quality records management service. • Effectively contribute as a member of a team in the management of the Council and promote a safe and harmonious work environment. • Improve access to human resources and training opportunities and undertake research and projects aimed at improving professional development outcomes for staff across the Roper Gulf Regional Council. • Ensure that human resources and customer services functions are delivered in accordance with Council's business plan. 		
Major Role and Challenges	<p>The Human Resource Manager is responsible for the provision of strategic support to the Executive Management team and Council.</p> <p>The position is also responsible for identifying, developing and implementing a range of specialised HR and Customer Service projects and systems to support the strategic business directions and business activities of the Council</p>		
Key Interactions/ Relationships	<p><u>Internal</u></p> <ul style="list-style-type: none"> • Chief Executive Officer • Directors of Commercial Operations, Infrastructure & Technical Services, Corporate Governance & Director Community Services • Community Services Managers, Council Service Managers & other Managers • Council employees 		

	<ul style="list-style-type: none"> • Council & Council Committees <p><u>External</u></p> <ul style="list-style-type: none"> • Constituents • External customers • Contractors and Suppliers • Government and Non-government Agencies
Special Conditions	<ul style="list-style-type: none"> • An incumbent may be required to drive considerable distances in the course of their duties and must possess a current Class C Drivers Licence with a manual driving capacity. • Some out of hours work, and occasional travel to remote communities necessitating overnight absences may be required. • Appointment will be to a specific and depending on organisational needs. The incumbent may be assigned to other areas to perform work of a similar nature appropriate to the classification on a temporary or continuing basis. <p><u>Essential</u></p> <ul style="list-style-type: none"> • Prior to employment with Roper Gulf Regional Council you must obtain the following; <ul style="list-style-type: none"> - Undertake a new criminal history check at commencement of employment with RGRC - At commencement of employment hold a current Working with Children Clearance Notice (OCHRE Card) or provide an application receipt for an exemption to be approved by SAFE NT prior to commencing - Be an Australian Resident or provide the current, relevant Visa to work within Australia • It is a condition of employment with Roper Gulf Regional Council that you must; <ul style="list-style-type: none"> - Update Criminal History Check annually as required through out period of employment through the HR Department - Renew your ochre card clearance every two years through the HR Department
Authority to Act / Delegations	<ul style="list-style-type: none"> • Financial Delegations – As per the RGRC Delegations Manual

Organisational Responsibilities	 <pre> graph TD DG[1486 - Director Corporate Governance 76 hrs p/f] --> HRM[1009 - Human Resource Manager 76 hrs p/f] HRM --> HRSM[1364 - Human Resource Skills & Development Coordinator Katherine] HRM --> AHM[1365 - Assistant Human Resource Manager 76 hrs p/f] AHM --> HRC1[3242 - Human Resource Coordinator 76 hrs p/f] AHM --> HRC2[3242 - Human Resource Coordinator 76 hrs p/f] AHM --> HRC3[TBA - Human Resource Recruitment Coordinator 76 hrs p/f] AHM --> HRO1[3089 - Human Resource Administration Officer 76 hrs p/f] AHM --> HRO2[3089 - Human Resource Administration Officer 76 hrs p/f] AHM --> CSRO[1006 - Customer Service & Records Management Officer 76hrs p/f] </pre>
3. KEY RESPONSIBILITIES	
Policy Coordination and Compliance	<ul style="list-style-type: none"> • Develop, implement and monitor human resource policies and procedures. • Mediate the resolution of industrial relations issues, including negotiation of workplace agreements. • Provide advice and direct support in the mediation of conflict between staff to resolve disputes. • Keep abreast of current and emerging human resource and industrial relations issues. • Manage Council's Code of Conduct plus grievance and disciplinary issues. • Provide consistency across the organisation in respect to classifications/ salary system and conditions. • Manage compliance with contracts and legislative requirements at all times.
Planning and Reporting	<ul style="list-style-type: none"> • Ensure performance indicators are met including the lodgement of required reports. • Prepare and present required reports to the Executive Management Team and Council. • Report to Director Corporate Governance monthly or as required.
Manage Resources and Risks	<ul style="list-style-type: none"> • Manage staffing levels to ensure a continuous service. • Promote and encourage a multidisciplinary culture amongst Council staff. • Assess requirements for resources and develop a plan to ensure resources are made available to staff, within budget, to enable them to perform works to required standards. • Ensure staff are issued with protective equipment (where required), uniforms, and have suitable equipment with which to do their job; • Develop a maintenance plan for all equipment used by staff undertaking Human Resources and Customer Services to ensure high quality of service can be achieved with well maintained equipment.

Staff Development	<ul style="list-style-type: none"> • Manage staff training schedules and ensure that training is provided in an environment taking consideration of employees personal circumstances. • Liaise with Council's Operational Managers to ensure employee files are kept up to date with details of any training courses attended and certificates achieved. • Develop and implement a succession plan for each key position. • Provide support and mentoring services to all employees who fall within the Human Resources and Customers Services division. • Act with sensitivity, confidentiality, courtesy and discretion at all times. • Participate in training programs and seminars to enhance professional performance. • Manage the employee performance review process. • Develop and co-ordinate the professional development program for all staff.
Financial Management & Delegations	<ul style="list-style-type: none"> • Authorise expenditure against approved budgets. • Monitor expenditure against budgets and make recommendations for quarterly reviews.
Communications with stakeholders	<ul style="list-style-type: none"> • Represent Roper Gulf Regional Council Human Resources at meetings and other forums. • Liaise with RJCP and training agencies to make the most of support programs available for Indigenous people who want to undertake training to enter the workforce in Local Government. • Liaise with stakeholders over issues around staff development, industrial relations and negotiations for additional works. • Network with government agencies and external contractors to make the most of any opportunities for contracts which fall within the scope of Council's business plan and which provide local training and employment opportunities.
Customer Services	<ul style="list-style-type: none"> • Establish a Customer Service Management Plan and schedule reviews. • Provide customer service standards which meet the needs of the community and customers inline with Council's business plan. • Provide professional advice and support to the organisation in improving and maintaining a quality customer service. • Ensure a high level of satisfaction with services provided at reception areas. • Ensure timely operation and reporting on customer service systems.
Records Management	<ul style="list-style-type: none"> • Provision of information management services including: <ul style="list-style-type: none"> - Establishment of record keeping policies and procedures. - Archiving and disposal of records in accordance with Territory legislative requirements. - Preparing responses to Freedom of Information requests. • Operation of appropriate records management business systems.
Remote Services	<ul style="list-style-type: none"> • Regular positive liaison with Council Service Managers (full time community based managers who provide direct supervision to field workers). • Regular visitation schedules for all service delivery centres (every 6-8 weeks for remotest communities, every fortnight for closer lying communities). • Highly developed problem solving skills are required to manage the program and resources across a diverse cross cultural environment and spanning an area 185,000 sq km (slightly smaller than Victoria).
Contract Analysis	<ul style="list-style-type: none"> • Analyse proposed new contracts and make recommendations to the Director Corporate Governance, taking into consideration: <ul style="list-style-type: none"> ○ their impact on the community and whether they provide sustainable employment; ○ whether contracts fit within Council's business plan and are financially viable; ○ whether contracts will provide enough work to attract interest from potential workers; ○ whether Council will be able to achieve expected outcomes. • Where an opportunity exists that would fit better with another existing provider – liaise with that provider to see whether they would prefer to undertake the service and encourage local employment by providing information on how and where they can receive assistance if they are willing to employ a local person.
Work Health & Safety	<ul style="list-style-type: none"> • Comply with Council's WHS policies, procedures and practices. • Develop, implement and monitor OH&S policies and procedures in a cross-cultural environment.

	<ul style="list-style-type: none"> Other reasonable duties as directed by the Director Corporate Governance.
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4. POSITION SKILLS / KNOWLEDGE / EXPERIENCE

SELECTION CRITERIA

Essential	<ul style="list-style-type: none"> Demonstrated managerial experience in a human resources / industrial relations role Demonstrated experience with customer services / records management functions. Demonstrated experience in the case management of employees including performance management, Recruitment, Work Health & Safety and Workers Compensation. Demonstrated experience in organisational change management. Demonstrated experience in strategic planning and performance reporting. An awareness of issues affecting Aboriginal people in remote locations and ability to effectively operate in a cross-cultural environment. Strong interpersonal skills, including high level written and oral communication, mediation and negotiation skills with an ability to relate appropriately to staff at all levels while providing effective client services. Demonstrated experience in computer systems to carry out the various aspects of this position. Knowledge of relevant legislation and policies to role, and ability to interpret legislation effectively. Sound management skills with an ability to effectively lead, train and motivate staff and provide guidance to others in this area. Minimum 2 years experience in Supervisory Management Strong organisational skills. Ability to work as part of a team, creating smooth workflow, including assisting with others workload if necessary to achieve predetermined goals, targets, outcomes and objectives. <p>Other</p> <ul style="list-style-type: none"> Current "C" class Drivers Licence (to be changed over to Northern Territory Licence if holding an interstate licence) <p>Prior to employment with Roper Gulf Regional Council you must obtain the following;</p> <ul style="list-style-type: none"> Undertake a new criminal history check at commencement of employment with RGRC At commencement of employment hold a current Working with Children Clearance Notice (OCHRE Card) or provide an application receipt for an exemption to be approved by SAFE NT prior to commencing Be an Australian Resident or provide the current, relevant Visa to work within Australia
Desirable	<ul style="list-style-type: none"> Tertiary qualifications in a related area of work Diploma Human Resources or above Diploma in Management or above Experience in Selection and Recruitment Understanding of the role of and services delivered by RGRC.

5. ACKNOWLEDGEMENT

Delegate / Director / Manager		Date:	Signature:
Employee Name		Date:	Signature:
Revisions Due Date:	02 nd September 2015		