

## POSITION DESCRIPTION

Bundaberg Regional Council has a vision 'To Build Australia's best Regional Community'. This position description outlines the values that underpin this vision and an overview of the general duties and responsibilities required in this role.

### Overview

Position Title:	HR Business Support Officer	Industrial Instrument:	Bundaberg Regional Council Certified Agreement plus Queensland Local Government Industry Stream A Award
Position Number:	4060	Classification Level:	3
Employment Location:	People & Performance Building	Position Status:	Full-time Permanent
Department:	People & Performance	Document Last Reviewed:	17/04/2024
Branch:	HR Operations	Job Dictionary:	N/A
Accountable To:	Manager Human Resources Operations		
Aim of Position:	To provide quality and efficient business process and administrative support to the HR Operations team. This position provides a seamless, coordinated, professional and customer focused service to internal and external customers. This position also provides professional support to the Director People and Performance.		

### Council Values

Bundaberg Regional Council's culture is driven by the following values:



### Key Responsibilities

1. Provide professional HR business and administrative support to the Human Resources Operations unit.
2. Provide professional administrative support to the Director People and Performance, including diary and email management.
3. Work in conjunction with other teams within the People & Performance Branch to deliver a seamless, coordinated, professional and customer focused service across Council.
4. Manage internal and external HR operations enquiries, responding to information requests and maintain information flows with business areas regarding branch processes.
5. Facilitate the review and updating of policies and documentation when required.
6. Manage and maintain employee personnel files and employee information ensuring accuracy of records and information.
7. Review, enhance and maintain the human resources business systems and business processes and produce and analyse employment data reports.
8. Contribute to the successful delivery of People and Performance projects, exercising judgement and initiative, under general direction as required.

9. Assist with People and Performance events including employee awards and other presentations.
10. Ensure that appropriate record keeping, in line with legislative and Council requirements, is undertaken at all times.
11. Participate in planning and conducting People and Performance community engagement activities on behalf of Council as required.
12. Prepare and distribute various correspondence and reports and other documentation
13. Undertake other relevant duties as directed, consistent with skills, competence and training within the level and requirements of the role.

## Position Requirements - Qualifications and Experience:

### Mandatory:

1. Demonstrated experience within a similar role with a Certificate level qualification in administration or a related field or equivalent level of experience.
2. Demonstrated experience in administration, including attention to detail, accuracy, time management, problem-solving skills, and the ability to exercise initiative.
3. Demonstrated effectiveness in contributing positively to a team, and working cooperatively and collaboratively to improve workplace practices and build customer confidence.
4. Experience in the maintenance of policy and procedures based on industrial instruments and employment legislation
5. Excellent customer service, interpersonal and communication skills with the ability to present high-quality, concise information and the ability to maintain confidentiality and integrity and deal with sensitive information
6. Strong computer skills and demonstrated proficiency in the use of business technology and desktop applications, including the use of Microsoft Office suite and database packages
7. Demonstrated ability to self-regulate emotions and ability to thrive in emotionally sensitive, high-pressure, confidential, and stressful environments
8. Demonstrated experience in researching, developing and implementing new and innovative approaches to ensure the highest levels of customer service
9. Demonstrated experience in maintaining a positive, 'can do' approach at all times
10. Ability to legally operate a motor vehicle under a "C" Class Licence

### Desired:

1. Relevant experience in a local government environment including knowledge of Council programs, policies, and activities.

## Organisational Capabilities – Individual Employees (Leading Self):

The capabilities for all roles are obtained from the Capability Framework which describes key behaviours required at all levels and roles across Council. There are four mandatory capabilities that are required in all roles – building relationships, customer focus, safety and professionalism and job requirements.

Building Relationships (mandatory)	<b>Engage people to build positive relationships:</b> <ol style="list-style-type: none"> <li>1. Puts themselves in other people's shoes to accept and value different thinking</li> <li>2. Uses sound communication skills of active listening, paraphrasing to check for understanding, and appropriate language depending on the audience</li> <li>3. Quickly assesses the emotions of colleagues around them and then adapts words, tone and gestures accordingly</li> </ol>
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Cross-organisational thinking (mandatory)	<b>Understands how their work makes a difference to Council:</b> <ol style="list-style-type: none"> <li>1. Can describe the vision and purpose for their direct area</li> <li>2. Able to describe how their work contributes to organisational objectives</li> <li>3. Considers wider organisational objectives when making decisions and performing their work</li> </ol>
Customer Focus (mandatory)	<b>Understands customer perspectives and is committed to meeting customer needs:</b> <ol style="list-style-type: none"> <li>1. Actively works to understand customers and stakeholders</li> <li>2. Engages customers in a friendly and appropriate manner</li> <li>3. Shows respect for customers and stakeholders</li> </ol>
Delivery and outcome focus (mandatory)	<b>Focus on individual performance and supporting others:</b> <ol style="list-style-type: none"> <li>1. Readily shares their knowledge and experience</li> <li>2. Seeks to understand tasks, asks questions and knows what is expected of them</li> <li>3. Approaches challenging work situations with positive energy</li> <li>4. Sets priorities and organises self to meet work deadlines</li> <li>5. Reports progress and any potential delays of issues which may impact on others</li> </ol>
Safety and Professionalism (mandatory)	<b>Models safe, professional and ethical behaviour:</b> <ol style="list-style-type: none"> <li>1. Identifies safety issues and problems, takes and monitors corrective action</li> <li>2. Is consistent in word and actions</li> <li>3. Is viewed as trustworthy, honourable and truthful, and respectful of the view of others</li> <li>4. Able to understand, monitor and channel their own emotions in a positive way whilst staying true to self</li> <li>5. Demonstrates respectful behaviour and participates in training and reporting of unsafe, inappropriate and/or discriminatory behaviours.</li> </ol>
Decision making (mandatory)	<b>Makes sound ethical and respectful decisions in relation to own work:</b> <ol style="list-style-type: none"> <li>1. Demonstrates ability to research, understand and analyze information relevant to work tasks</li> <li>2. Shows judgement in decision making</li> </ol>
Job Requirements (mandatory)	<b>Applies knowledge and skill:</b> <ol style="list-style-type: none"> <li>1. Able to demonstrate knowledge appropriate for their role</li> <li>2. Demonstrates strong skills in their functional area</li> <li>3. Committed to maintaining a high standard of practice in their role</li> </ol>
Making Improvements	<b>Open to making improvements:</b> <ol style="list-style-type: none"> <li>1. Shows a willingness to try new ways of working</li> <li>2. Generates and shares new ideas and suggestions for improvement</li> </ol>
Managing Stakeholders	<b>Manages internal and external relationships:</b> <ol style="list-style-type: none"> <li>1. Written and verbal communication is clear and concise</li> <li>2. Listens to others actively and attentively</li> <li>3. Demonstrates a friendly and engaging interpersonal style</li> <li>4. Builds networks with peers</li> <li>5. Works collaboratively with others</li> </ol>
Progressing Change	<b>Responds flexibly to changes:</b> <ol style="list-style-type: none"> <li>1. Works to embrace and assist change</li> <li>2. Helps to engage others in the change process</li> <li>3. Shows resilience in times of uncertainty</li> </ol>

## Organisational Accountabilities:

The organisational accountabilities are the expected standards of performance for all roles and levels in Council

Accountability	Action
1. <b>Workplace Health and Safety</b>	1. Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness, and operate in accordance with Council's Health and Safety Duty Statement and associated safety policies/procedures.
2. <b>Culture</b>	1. Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council. 2. Comply with Council's Code of Conduct and all Council policies and procedures at all times.
3. <b>Information Services and Technology</b>	1. Protect and manage Council's information assets in accordance with legislative, policy and process requirements. 2. Use Council's technology appropriately and with respect.
4. <b>Disaster Management</b>	1. Assist, support and participate in Council's response to a disaster event, including any exercises and/or any event where the Business Continuity Plan is activated.
5. <b>Customer Service</b>	1. Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.
6. <b>Financial Accountability and Governance</b>	1. Models compliance with Council's procurement Policy. 2. Delegations may be applicable to this position and are detailed in the Delegations Corporate Register. 3. Legislative Sub-Delegations and authorisations may also be applicable.
7. <b>Corporate record-keeping</b>	1. Ensure that full and accurate records are made for all business transactions conducted on behalf of Council and that all records are appropriately retained in accordance with Council's record-keeping requirements.

## Immunisation Requirements

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

Vaccination Name	Requirement
	No requirement