

POSITION DESCRIPTION

Workplace Relations Officer	
DIVISION:	Corporate and Business Systems
SECTION:	Human Resources
ACCOUNTABLE TO:	Workplace Relations Co-ordinator
STAFF REPORTS:	Nil
LOCATION:	Forster Office
CLASSIFICATION:	Band 3 Level 2
GRADE:	
AWARD:	Local Government (State) Award
EMPLOYMENT STATUS:	Temporary, Full Time
HOURS OF WORK:	35
REVIEW DATE:	February 2017

POSITION OVERVIEW

This position sits within the Human Resources Section and is responsible for providing high quality, professional human resource services, information and support to Council staff and management. This position is predominantly responsible for developing and administering Council's recruitment program and supporting the policy review and harmonisation process.

The incumbent of this position is expected to demonstrate the following attributes and capabilities in undertaking their role:-

Personal Attributes	
Display Resilience and Voice	Be open and honest, prepared to express your views, and willing to accept and commit to change
Act with Integrity	Be ethical and professional, and adhere to the Code of Conduct, Council Values and Work Standards
Manage Self	Show drive and motivation, a measured approach and a commitment to learning
Respect	Show respect for diverse backgrounds, experiences and perspectives
Work Safely	Take care of own health and safety and that of others
Communicate Effectively	Communicate clearly, actively listen to others and respond with respect
Customer Service Focus	Provide customer centred services in line with organisational objectives and agreed service standards
Work Collaboratively	Engage and collaborate with others and value their contribution

Build Relationships	Gain consensus and commitment from others and resolve issues and conflicts
Deliver Results	Achieve results through efficient use of resources and a commitment to quality outcomes
Plan and Prioritise	Plan to achieve work and team priorities and respond flexibly to changing circumstances
Think Critically and Solve Problems	Think, analyse and consider the broader context to develop practical solutions
Demonstrate Accountability	Be responsible for own actions, adhere to legislation, policies and procedures and be proactive in addressing risk

KEY ACCOUNTABILITIES & DUTIES

SPECIFIC

- Develop and administer an effective and efficient recruitment and selection process.
- Contribute to the review, development and maintenance of human resource related policies, procedures, processes and systems.
- Undertake conflict resolution, disciplinary and investigative processes as required in line with Council policy and in consultation with relevant stakeholders.
- Monitor Council's Volunteer programs to ensure consistent implementation of policies and procedures.
- Administer labour hire contracts.
- Deliver any relevant in-house corporate training.
- Ensure that customer expectations are met by responding to general human resource enquiries.
- Contribute to the implementation of organisational change management initiatives.

GENERAL

- Contribute to the delivery of organisational outcomes and the Human Resource Section's Operational Plan.
- Provide a high level of customer service to the community, internal customers and other stakeholders.
- Work collaboratively with others to deliver quality outcomes.
- Ensure compliance with relevant legislation and statutory requirements.
- Support and contribute to a culture of continuous improvement.
- Other duties within the employee's skill, competence and training as directed and in accordance with the Local Government (State) Award.

SELECTION CRITERIA

1. Tertiary qualifications in human resources or similar field.
2. Demonstrated experience in a human resources role operating across a diverse organisation, preferably including experience in recruitment, policy development and industrial relations.
3. Demonstrated knowledge of the professional and legislative requirements within the scope of the role including the LG Act, Local Government Award, NSW Industrial Relations Act and Council policies and procedures.
4. Highly developed interpersonal skills and communications skills with the ability to positively influence outcomes and resolve conflict.

5. Ability to develop and maintain productive working relationships.
6. Proven experience in the provision of high quality customer service.
7. Demonstrated ability to work largely unsupervised and achieve desired outcomes.
8. Current Class C Driver's Licence.

EQUAL EMPLOYMENT OPPORTUNITIES (EEO) ACCOUNTABILITIES

All Council staff are expected to adhere to Council's EEO policies and procedures including to provide employees with equal access to fair, prompt and confidential processes.

WORK HEALTH SAFETY (WHS) ACCOUNTABILITIES

All Council staff are accountable for ensuring that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW work, health & safety legislation. Staff are also expected to adhere to Council's relevant safe work instructions, policies and procedures.

RISK MANAGEMENT ACCOUNTABILITIES

All Council staff are expected to identify, minimise and report risks within their area of operation and responsibility and participate in risk management training as appropriate in accordance with Council's adopted Risk Management Policy and Framework.

FRAUD AND CORRUPTION ACCOUNTABILITIES

All Council staff are responsible to prevent, detect, mitigate against and report fraudulent and corrupt behaviour in accordance with Council's adopted Fraud and Corruption Control Policy and Strategy.

ETHICAL BEHAVIOUR

All Council staff are expected to ensure their personal conduct is ethical and consistent with Council's Code of Conduct and that their behaviour complies with Council's policies, procedures and principles.

DELEGATIONS

All council staff are expected to comply with the financial and operational delegations issued to them as per Council's delegations registers.

ACKNOWLEDGEMENT

This position description and associated information is not to be considered as a comprehensive, complete and / or exhaustive list of responsibilities and accountabilities, it is indicative of the position only. The position incumbent must be aware that their role and position are dynamic. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is expected at MidCoast Council. People and positions develop over time and this position description is intended to facilitate this, as a living document, where your active involvement is a critical element. It is highlighted that this position is a member of a team. As such the incumbent is expected to learn the roles and duties of others in the team and to help other team members when required, to guarantee quality outcomes.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by MidCoast Council from time to time as necessary.

Employee's Signature:

Date:

Manager's Signature:

Date: