

ABOUT PEAK SERVICES

We. Are. Peak.

Peak Services has an enviable track record of helping Queensland business get more out of their workforce, services and assets.

Owned by the Local Government Association of Queensland (LGAQ), Peak was established to meet the complex service delivery challenges of local business across Queensland. 100% of returns generated by Peak Services are re-invested back into the sector through the initiatives of the LGAQ.

Our staff are industry leading experts in their fields and we offer an unmatched depth of knowledge.

Committed to the regions we serve, we have developed a unique and specialised service. Through our procurement, legal, managed services, technical and consulting services we help Queensland business achieve more.

Based on our experience, we are equipped to meet the challenges of change and are constantly developing new ways to help business harness emerging opportunities.

We thrive on change.

We embrace the possibilities of tomorrow.

We. Are. Peak.

PEAK PEOPLE

Value and respect
each other

Hold each other
to account and
work as one

Communicate
regularly,
transparently and
with purpose

Find a better way

Position Description

HR & Payroll Coordinator - NIRC

People & Customer

IN BRIEF

As a HR & Payroll Coordinator - NIRC in the People & Customer Division, you will be responsible for the overall Human Resources duties and programs within Norfolk Island Regional Council. The key focus will be to provide support in various human resources and payroll functions to senior management and staff and provide customer service to all staff for all payroll related inquiries.

This position reports to Julian Harris – Executive Director People & Customer

Members of all divisions work in a flexible and collaborative manner sharing the load of work and contributing expertise to their field. They regularly they seek collaboration with other team members to ensure the best outcome for the client and make a meaningful difference.

We are efficient, effective, and yet patient with our clients, willing to invest the necessary time and effort to build relationships and deliver more capacity building opportunities for our clients.

We maintain a high-level of contact with mayors and councilors, CEOs, networks of council officers and stakeholders from both industry and government. As certain scopes of work may be fee-earning, time-sheeting and CRM process are critical in providing the most efficient services to our clients.

To promote cross-skilling, interdisciplinary collaboration and exceptional service delivery, employees may be assigned to projects outside the scope of their core responsibilities. Where requested by your Line Manager, it is expected that you will actively engage in these projects, as part of your role.

In particular you may be selected to work on projects in the Innovation and Incubation division, which will bring together subject matter experts across our business and support personnel to work on the latest emerging technology and products.

KEY RESPONSIBILITIES

- The application and interpretation of relevant Acts, Legislation, Organisational Policies and guidelines and Enterprise Agreement, precedents and practices to ensure correct payments are made to employees and compliance requirements are met
- Review of NIRC Enterprise Bargaining Agreement and its consistent application to employees contract and payroll set up
- Maintaining the relevant records for each employee, ensuring that they are up to date and reflect the employee's conditions of employment and entitlement
- Providing expert advice in the development and review of Council's guidelines.
- Understanding of Work Health and Safety and EEO policies.

- General human resources administration task
- Maintain and monitor the NIRC establishment and personal details
- Provide guidance and assistance to managers and staff in the application of Human Resources policies and procedures
- Undertake Performance Management System for NIRC
- Provide statistical report such as absenteeism and turnover
- Support in areas of Council's organizational Development program "TAAPILI"
- Manage Council's organisational structure and reflect changes from time to time
- Develop and Maintain Skills and Training Matrix for NIRC
- Maintain up to date Position Descriptions for all positions within the organization
- Manage recruitment, training, upskilling of all staff based on the requirement of the PD
- Maintain register of HR policies and procedures
- Develop record keeping system for HR confidential files ensuring all employee records are audited.
- Organise staff trainings based on the staff matrix and training request from staff, supervisors and managers.
- Organise recruitment via recruitment portals, webpages and other media platforms
- Draft remuneration packages and undertake remuneration review
- Data entry of new employee payroll onboarding information to the CIVICA system
- Data entry payroll information to Element Time
- Customer servicing all staff across the organization for any payroll related inquiries •
- Coordinate any payroll related issues with CIVICA or Element Time wherever deemed applicable.

SKILLS AND COMPETENCIES

Competencies

- Ability to consider new ways to do business and using creative solutions
- Ability to prioritize and meet deadlines
- High level attention to detail
- Ability to maintain confidentiality
- A commitment to internal and external customer service
- Ability to communicate and build positive relationships with all level of Council
- Demonstrated ability to interpret awards/enterprise agreement and legislation
- Demonstrated ability to work both independently and as a team member
- Demonstrated results orientation and willingness to take responsibility for actions and outcomes

Qualifications

- Certificate IV or higher in a relevant course such as Human Resources, business administration, finance desirable or equivalent experience
- Experience in human resources desirable
- Experience in processing payroll for medium size organization
- Experience in Authority Civica desirable
- Experience working in a local council environment desirable
- Experience working in remote locations or communities