

POSITION DESCRIPTION	
Title:	Manager HR Operations
Group:	Human Resources
Reports to:	Group Manager Human Resources
Grade:	21
Position Allowances:	
Hours:	35 hours per week
Number of Direct Reports:	2
Number of Indirect Reports:	2
Vehicle:	No
Position Code:	70305
Pre-placement Medical:	Not required
National Police History Check:	Required
WWCC Check:	Not required
Date Developed:	23/8/10
Date Reviewed:	March 2021
Position Purpose	
<p>Provides strategic leadership and supervision to the Payroll and Reporting team to ensure efficient delivery of professional payroll and reporting operations.</p> <p>Provides strategic and complex operational industrial relations advice across Council to ensure it meets its legislative and Award obligations.</p> <p>Assist the Group Manager Human Resources to provide a range of contemporary HR and IR services to Council.</p>	
Qualifications and Experience	
<i>(Minimum required/essential for success in the job)</i>	
<p><u>Essential:</u></p> <ul style="list-style-type: none"> • Degree in Human Resources, Industrial Relations or relevant field. • Demonstrated experience in interpreting and applying the legislative and industrial framework that applies to Local Government, including Local Government (State) Award, Fair Work Act 2009 and other relevant Federal legislation. • Proven extensive experience in the provision of expert advice on a broad range of industrial relations, employment and human resources related issues. Including but not 	

limited to, performance management, recruitment, termination of employment, anti-discrimination, WHS, privacy and workplace reform.

- Experience in preparing business papers, reports and complex legal documents and submissions.
- Extensive experience in a senior or managerial level Human Resources/Industrial Relations role including managing a human resources and/or payroll team.
- High level interpersonal, facilitation and negotiation skills as well as excellent written and oral communication skills with the ability to deliver difficult messages.
- Demonstrated project management experience.
- Demonstrated experience in financial and budget management.
- Extensive experience in undertaking investigations into complaints and/or grievances.
- Strong leadership skills including the ability to negotiate, motivate, influence and build relationships with key stakeholders.
- Demonstrated experience in negotiating Award conditions.
- Demonstrated experience in representing and advocating in a legal context before Industrial Relations Tribunals and Commissions.
- Demonstrated experience in policy and procedure development.
- Competence in information systems including the MS Office suite of software.
- Demonstrated experience in development and review of quality management systems or other business improvement systems.
- Extensive experience and knowledge of the requirements of privacy, confidentiality and treatment of sensitive matters in an organisation.
- Ability to pass a National Police History Check.

Desirable:

- Working knowledge of Technology One software, or similar HRIS systems or software.
- Demonstrated ability to use electronic filing systems (e.g. Technology One (ECM) or similar).
- Experience in workforce planning and job evaluation.

Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call these the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

- Participate in industrial negotiations and provide expert specialist advice on a range of complex industrial relations matters.
- Develop high-quality partnerships both internally and externally and ensure the delivery of superior outcomes in both Payroll, Reporting and IR functions of the team.
- Interpret and provide expert advice on Local Government (State) Award, Fair Work Act 2009, other relevant Federal legislation, contracts of employment and Council policies and procedures.

- Act as a point of escalation and take carriage of high level IR, performance management or grievance matters from the Human Resources group.
- Manage the process of investigation into internal complaints and/or grievances including meeting with relevant staff, managers and preparation of report and findings where appropriate.
- Develop, review and implement relevant Human Resources policies and processes whilst ensuring compliance with the Local Government (State) Award.
- Resolve industrial issues and/or disputes as appropriate and represent Council either in Union discussions or in a Court or Commission setting.
- Manage, maintain and administer Councils Salary and Job Evaluation Systems including position description development, review and maintenance.
- Manage Council's payroll function ensuring accurate, timely and efficient payroll processing.
- Lead and motivate the payroll team to identify and implement payroll improvements that result in efficiencies within the team and for Council.
- Provide input into Councils "Workforce Planning Report" and workforce management processes.
- Provide advice into and support the process of organisational change, restructure and/or reform, ensuring compliance with relevant legislation and internal policy.
- Develop and deliver information and training sessions to staff across Council on topics within areas of expertise.
- Investigate, interpret and provide expert advice to a wide range of legislative and industrial issues that lead to local resolution and inform long term benefits for Council.
- Provide leadership, broad direction and guidance to the Human Resources Group to ensure that professional IR partnership is provided to key stakeholders.
- Actively provide professional support to supervisors/managers in relation to performance management issues to promote the best possible service.
- Other HR projects as directed by the Group Manager Human Resources.

Work Health & Safety

- Required to take reasonable care of self and others in the workplace
- Cooperate with all health and safety policies and procedures agreed to by management and staff
- Report any unsafe conditions that are identified
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Accountability and Behaviours

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- Follow Council policies and procedures.
- Work collaboratively within the team and across Council towards common goals.

- Develop and maintain positive and effective professional working relationships with community and customers.
- Contribute to a positive organisational culture.
- Continuous improvement – evaluate current activities and continuously look for ways to improve quality, effectiveness and efficiency.

Organisational Values

- Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability.
- Apply and demonstrate the four principles that together form the focus of the organisation, namely the 4C's: Community, Councillors, Customer and Council.