



position description

POSITION TITLE	Team Leader People
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 7
DIRECTORATE	Corporate Services
BUSINESS UNIT	People and Safety
REPORTS TO	Manager People and Safety
SUPERVISES	People Coordinator
EMPLOYMENT STATUS	Full Time
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council's vision for the city is to be seen as a 'progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship'. This vision will support us to realise our mission 'to strengthen the community in all that we do'.

POSITION OBJECTIVES

This position supports the organisation through the development, implementation and promotion of efficient, effective and innovative human resources strategies, programs and policies in order to assist Council to achieve its corporate goals.

This is a generalist position that will be responsible for assisting the Manager People and Safety in maximising the use of Council's human resources; developing and promoting initiatives that improve productivity, efficiency and the development of staff whilst protecting and improving the working conditions and environment for all Council employees.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

This role is responsible and accountable for the following:

Operational Human Resource Management

- Provide timely and accurate employee and industrial relations advice that supports organisational objectives while aligning with enterprise agreement / award requirements;
- Apply and interpret the award / enterprise agreement to a number of different workplace locations and work groups;
- The provision of accurate and timely human resources information to stakeholders;
- Assist with the development and maintenance of employment contracts relative to human resources / employment relations;
- Assist in the resolution of industrial disputes in association with management, unions and solicitors; and
- Ensure the Manager People and Safety is kept informed of human resource matters relating to the workforce.

Strategic Human Resource Management

- Assist the Manager People and Safety in the development and implementation of HR strategic plan/s;
- Support the Manager People and Safety in implementing initiatives that foster organisational excellence;
- Keep abreast of human resource best practices including recruitment, employee development, performance management, and the associated systems that support these functions to ensure continuous improvement opportunities are acted upon and that the People Coordinator are supported in their application of such systems;
- Assist in workforce planning that identifies critical roles, succession planning opportunities, workforce gaps and initiatives that retain an engaged and motivated workforce; and
- Support the Manager People and Safety in the coordination and development of the Wodonga Council enterprise agreement while also researching productivity improvements and enhanced employment conditions that may be gained from such agreement making.

Coaching, development and performance management

- Develop and facilitate in-house training programs that support an understanding of Council policies and processes;
- Provide face-to face coaching to team leaders and managers regarding the management of staff including but not limited to the disciplinary process, providing effective feedback, performance management, etc; and
- Facilitate team coaching to address performance, culture, workplace expectations and organisational values.

Employee supervision

- Conduct both biannual and annual reviews with the People Coordinator;
- Delegate tasks to promote skill development and foster job satisfaction and engagement;
- Discuss issues as they arise working with individuals to maximise work effectiveness and ensure HR goals are being achieved; and
- Provide guidance, support and coaching to the People Coordinator.

Case Management

- Provide support in the management of complex work cover cases related to workplace stress, anxiety, bullying and harassment; and
- When delegated and if appropriate, represent Council at conciliation hearings and court proceedings.

Executive appointments

- When delegated,
 - I. Support the Chief Executive Officer and the Executive in the recruitment of senior appointments.
 - II. Oversee the formulation of senior officer and senior executive officer contracts of employment.
- Ensure contractual compliance with the Local Government Act.

Change management

- Manage any workplace change, particularly those changes affecting the employment of staff, and ensuring they are dealt with effectively and in conjunction with the enterprise agreement and any legislative requirements.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	<p>Talk straight – Say what you mean and mean what you say</p> <p>Create transparency – Do not withhold information unnecessarily or inappropriately</p> <p>Right wrongs</p> <p>Practice accountability – Take responsibility for results without excuses</p> <p>Extend trust – Show a willingness to trust others, even when it involves a measure of risk</p>
Respect	<p>Treat other people with courtesy, politeness and kindness, no matter what their position or opinion</p> <p>Listen first – Seek to understand others before trying to diagnose, influence or prescribe</p>
Integrity	<p>Tell the truth in an appropriate and helpful manner that does not compromise the organisation’s objectives and values</p> <p>Keep confidences</p> <p>Do what you say you will do to the best of your ability</p> <p>Be open about mistakes</p> <p>Speak of those that are absent only in a positive way</p>
Learning	<p>Work together and learn from each other</p> <p>Continuously improve and innovate</p> <p>Be open to change</p>

There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of a Team Leader, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Provide advice and creatively solve problems with the application of well-developed technical knowledge, relevant industry skills and previous experience relating to the responsibilities of the position.
- Make complex decisions and conduct research to resolve issues of a new and unexpected nature.
- Make decisions and solve complex problems as they arise.
- Understand budgets and act within delegation.
- Able to make decisions based on knowledge and experience that ensures that matters are dealt with appropriately; and
- Demonstrated ability to use initiative in identifying policy options and workforce gaps and recommend appropriate strategies that foster organisational excellence.

SPECIALIST KNOWLEDGE AND SKILLS

- Experienced in the use of IT systems and processes to foster business unit and workplace objectives;
- Understanding of the importance of good record keeping and the ability to effectively use Council's document management system;
- Highly developed organisational skills that include:
 - time management,
 - people management,
 - policy and procedure development,
 - monitoring of HR trends,
 - facilitating HR knowledge and understanding to council employees,
 - solving problems of an often complex nature.
- Understanding of professional development and staff training needs to maximise the effectiveness of employees and the organization;
- Sound working knowledge of relevant awards, enterprise agreements, legislation and employment practices and procedures;
- Sound administrative and report writing skills; and
- Demonstrated ability to work with a high degree of flexibility within a changing workplace.

MANAGEMENT SKILLS

- Supervise employees to deliver outcomes and achieve individual and team based goals, including by the provision of instruction and training to ensure they can meet the requirements of their position.

- Manage own time effectively and that of other employees to deliver results within a set timeframe and despite conflicting priorities.
- Work autonomously with limited supervision.
- Act professionally and maintain confidentiality.
- Motivate and develop all employees within the area to achieve proactive and positive outcomes for the organisation.
- Demonstrate personal integrity and have no tolerance for fraud or corruption.
- Monitor risk, business continuity, compliance and quality assurance according to organisational and legal requirements.
- Consider risk when making decisions.
- Prioritise at all times the safety and wellbeing of staff, and assist with the implementation of the organisation's OHS risk management systems and wellbeing initiatives.
- Be transparent, and ensure the reporting of hazards, risks and behaviours that contravene organisational or legislative requirements.
- Work effectively under pressure.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.
- Ability to manage own time, set priorities and plan and organise one's own work to achieve specific and set objectives within a set timeframe;
- Ability to set the priorities and plan and organise the work of supervised employees to achieve personal and department goals;
- A professionally mature approach to work demonstrating objectivity regarding issues while modelling organisational values at all times; and
- Contribute to the development and implementation of the human resource strategic direction of Council.

INTERPERSONAL SKILLS

- Influence and gain high level cooperation, support and assistance from a range of stakeholders including managers, supervisors, and other agencies and departments.
- Establish professional, productive and trusting relationships across the organization, including the ability to facilitate group discussions and gain consensus on contentious issues.
- Write clear and concise reports and correspondence.
- Apply communication skills including in consultation, conflict resolution, conciliation and change management to assist in the resolution of issues and challenges.
- Work as part of a multi-disciplinary team adding value and innovation to processes, procedures and systems.
- Excellent communication skills with an ability to discuss and resolve organisational problems;
- Well-developed written communication skills so as to provide specialist documentation, prepare external correspondence and develop human resources policies and procedures;
- Ability to guide and motivate employees to achieve personal, department and organisational goals while also imparting a deep understanding of human resources information; and
- Demonstrated skills in dealing sensitively with people.

INFORMATION TECHNOLOGY SKILLS

Be computer literate, with knowledge and experience with the Microsoft Office suite, and have the ability to

quickly learn and adopt other software programs used by the organisation.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the internal and external customers informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Relevant tertiary qualification or an equivalent combination of experience, education and training.
- Experience in interpreting and applying industrial awards, enterprise agreements and relevant legislation.
- Experience dealing with difficult and complex employment matters.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Team Leader level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Setting clear performance expectations of staff and contractors.
- Working in a professional capacity within a political environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Relevant tertiary qualification such as a Bachelor of Human Resources or other transferable degree, or an equivalent combination of experience, education and training.
2. Demonstrated experience in providing industrial relations advice and education to an organisation.
3. Demonstrated experience in conducting HR, IR and ER work practices such as: dispute resolution, conflict management, workplace investigations and leadership coaching.
4. Demonstrated ability in developing and maintaining HR data systems to support legislative compliance and best practice reporting.
5. Relevant experience in managing and leading a team.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.	PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.	MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.		

Customer Service and Communication	
Understands customer needs and ensures consistency and quality of service to meet customer expectations.	<ul style="list-style-type: none"> • Understands and actively promotes the services and programs offered by Wodonga Council • Collaborates with internal stakeholders to support the delivery of quality service • Adapts communication style and message according to the audience • Applies creative thinking to deliver services that meet customer expectations • Prepares written material that is well-structured and easy to follow

Build and Enhance Relationships	
Supports and encourages teamwork, collaboration and positive relationships between staff and with customers.	<ul style="list-style-type: none"> • Understands the roles of different stakeholders • Communicates, influences and negotiates positive outcomes, including across teams and directorates • Confidently and respectfully engages in challenging conversations • Understands and accepts the value of different views, ideas and ways of working • Recognises and rewards the contributions and achievements of others • Consults and shares information and ensures others are kept informed of issues

Plan, Organise, Deliver	
Organises and co-ordinates resources to ensure team priorities and outcomes are met.	<ul style="list-style-type: none"> • Demonstrates commitment to quality and drive to achieve results • Sets clear and achievable objectives, timelines and priorities for team members • Seeks feedback from team, evaluates and recognises risks and opportunities • Is action-orientated and demonstrates commitment to following through • Demonstrates agility and adaptability as circumstances change

<p>Demonstrates adaptability to change and a strong commitment towards continuous improvement.</p>	<ul style="list-style-type: none"> • Looks to identify best practice solutions • Contributes to planning and implementation of new approaches and processes • Encourages improvement of workflow, systems and processes • Embraces changes and encourages and supports team members to accept and adapt to change • Demonstrates ability to manage conflicting demands
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People Development	
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<p>Demonstrates commitment to the growth and development of self and others.</p>	<ul style="list-style-type: none"> • Sets clear goals and performance expectations to support council plans • Holds self and other team members accountable to goals • Identifies opportunities that challenge and encourage development of team members • Provides effective coaching and feedback to achieve continuous learning • Addresses performance concerns promptly • Prioritises working together as a team and encourages active participation of all team members
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Manage Health and Wellbeing	
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<p>Promotes the health and wellbeing of self and the team.</p>	<ul style="list-style-type: none"> • Is aware of the impact of own behaviour on others and is responsive in adjusting behaviour • Demonstrates empathy and notices, interprets, and anticipates team members' concerns and feelings • Encourages team members to consider and address health and wellbeing issues proactively • Demonstrates confidence and belief in own capabilities • Remains calm in the face of pressure and challenge • Seeks support and opportunities to debrief when required
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Safety and Risk Management	
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<p>Monitors compliance with integrity and safety systems.</p>	<ul style="list-style-type: none"> • Leads the assessment of hazards and risk, and oversees the implementation of appropriate risk mitigations • Ensure safety requirements are being met and appropriately escalates identified hazards and risk • Oversees the reporting of, and assists with, the response to safety and integrity issues and incidents • Conducts on-the-job training and has regular and timely conversations with the team around safety and integrity obligations and actions • Knows the skills, roles and tasks of team and anticipates the limitations of team members • Partners with experts in health and safety and risk management
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ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Team Leader People and Workplace	Human resources management including performance management, coaching and development, employee supervision, Workcover/RTW coordination and change management.	<ul style="list-style-type: none"> Sustained sitting Standing and walking around office Carrying light objects around office (laptop, paper etc) Stair climbing to access other floors if required. Fine motor for word processing and writing Use of a variety of information technology programs and systems Major decision making Complex problem solving High level written and verbal skills Workstation set up 	Sitting				X
			Standing		X		
			Walking		X		
			Lifting < 5kgs		X		
			Carrying		X		
			Pushing	X			
			Pulling	X			
			Climbing	X			
			Bending	X			
			Twisting	X			
			Squatting	X			
			Kneeling	X			
			Reaching	X			
			Fine motor				X
			Neck postures	X			
			Providing instructions			X	
			Sustained concentration				X
			Major decision making			X	
			Complex problem solving			X	
			Supervision of others			X	
			Interaction with others			X	
			Exposure to confrontation		X		
Respond to change		X					
Prioritisation			X				
Sitting				X			