



POSITION TITLE	People and Culture Coordinator
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 6
DIRECTORATE	Finance and Systems
BUSINESS UNIT	People and Culture
REPORTS TO	Team Leader People and Culture
SUPERVISES	Nil
EMPLOYMENT STATUS	Full time
DATE	September 2022
EMPLOYEE NAME	Vacant

## 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

The People and Culture Coordinator will work with guidance from the Team Leader and Manager of People and Culture to assist the People and Culture team in the realisation of organisational learning and development goals and other human resource strategies. This will include building and maintaining networks to support recruitment, reviewing and monitoring employee onboarding and employment lifecycle management, and supporting programs to engage, develop and retain employees within the organisation.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

### Recruitment

- Build relationships and networks external to the organisation to support direct recruitment, pathway programs to attract talent, building employer reputation and promoting diversity in recruitment.

*our values*

TRUST - RESPECT - INTEGRITY - LEARNING

*our mission*

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Work with hiring managers to develop approaches to recruitment and selection that align with organisational objectives including embracing a wider diversity of talent.
- Establish and maintain pathway programs to expand the range, diversity and skillsets of employees the organisation can attract and develop, and support the sustainable supply of talent to meet the current and future needs of the organisation
- Establish and develop internal relationships to support the identification of key skillsets needed by the organisation now and into the future to support workforce planning.
- Attend events promoting the organisation as an employer of choice such as jobs fairs or networking events where required.

### **Learning and Development**

- Identify and establish internal and external programs to develop staff capability to meet the current and future needs of the organisation.
- Support the onboarding, induction and development of new staff to provide the best opportunity for them to succeed.
- Source and assist to develop training and tools for capability development of the organisation's staff
- Establish and maintain a robust feedback system for collection and analysis of data from training opportunities to ensure they meet the needs of the organisation.
- Support the Team Leader and Manager People and Culture in delivering staff training opportunities.

### **Human Resources**

- Support performance monitoring and management of staff through contributing to processes such as probation, regular performance appraisal and performance management.
- Provide advice to employees about their employment entitlements under the EBA, award, Fair Work Act and employment contract, with the ability to refer complex questions to the Team Leader or Manager.
- Conduct research to support the focus of the position, and the human resource management functions of the organisation and outcomes the unit is seeking to achieve.
- Manage the current human resource system (currently Aurion) and electronic student management system (currently ELMO) to support recruitment, learning and development and performance review of staff.
- Conduct all activities in conformity with legal requirements and budget constraints.
- Provide input into organisation policy.
- Support the Team Leader and Manager People and Culture in developing and delivering human resources strategies and/or programs where required.

## **COUNCIL EMPLOYEE VALUES AND BEHAVIOURS**

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

Trust	Talk straight – Say what you mean and mean what you say
	Create transparency – Do not withhold information unnecessarily or inappropriately
	Right wrongs
	Practice accountability – Take responsibility for results without excuses

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Extend trust – Show a willingness to trust others, even when it involves a measure of risk

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Respect      Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

Listen first – Seek to understand others before trying to diagnose, influence or prescribe

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Integrity      Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values

Keep confidences

Do what you say you will do to the best of your ability

Be open about mistakes

Speak of those that are absent only in a positive way

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Learning      Work together and learn from each other

Continuously improve and innovate

Be open to change

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

#### CAPABILITIES AND BEHAVIOURS

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

#### JUDGEMENT AND DECISION-MAKING SKILLS

- The nature of the work requires a level of HR specialised knowledge and will require this knowledge to be applied in developing procedures or processes where required to support business objectives.
- The work may involve business improvement inclusive of system reviews and system design however, this will generally involve applying methods and techniques that are based on prior experience.
- Problem solving will be required to support the employee lifecycle or organisational goals however, guidance and advice will be available from the Team Leader or Manager of People and Culture.
- Be organised and set and prioritise daily and weekly activities including for any staff the position supervises.

#### SPECIALIST KNOWLEDGE AND SKILLS

Demonstrate an understanding of the long-term organisational goals and reconcile this with the plans and strategies that People and Culture are responsible for manager. Demonstrate an understanding of the principles

of human resource management and organisational learning and development.

#### MANAGEMENT SKILLS

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- Good time management and the ability to prioritise tasks for self and any staff the position supervises.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Identify and arrange instruction and training to any staff the position supervisors to ensure they understand and are able to meet their position requirements.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk, compliance and quality assurance and report issues that do not meet organisational and legal requirements.
- Take care of own safety and wellbeing and that of other staff, and ensure that OHS procedures are followed including by any staff the position supervises.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively and that of staff the position supervises, and work to deadlines.
- 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.

#### INTERPERSONAL SKILLS

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- Work cooperatively as part of a team, with the ability to gain cooperation from others including any staff the position supervisors.
- Maintain confidentiality as required.
- Document work and work instructions according to established practices.
- Develop effective working relationships and communicate effectively with other employees and external stakeholders including clients and members of the public.
- Provide accurate advice (oral and written) and quality service in the areas of responsibility of the position.

#### INFORMATION TECHNOLOGY SKILLS

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Be computer literate and have the ability to quickly learn and adopt software programs used by the organisation relevant to the position.

#### CUSTOMER SERVICE SKILLS

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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 customer 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

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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

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A formal qualification in human resource management or other relevant discipline or equivalent experience. Experience in general human resources management, recruitment and/or staff development or transferrable skills.

#### LICENCES AND MANDATORY REQUIREMENTS

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

#### EQUAL OPPORTUNITY EMPLOYER

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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

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

#### COGNITIVE JOB DEMANDS

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The position is required to operate at the Officer 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.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

## KEY SELECTION CRITERIA

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1. Formal qualification in human resource management or other relevant discipline or equivalent experience.
2. Experience in general human resources management, recruitment and/or staff development or transferrable skills.
3. Ability to build networks and promote opportunities.
4. A passion for the development and management of people.

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Staff member signature

# People and performance framework

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

Customer Service and Communication	
Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> <li>• Is helpful, shows respect, courtesy and fairness with staff and customers</li> <li>• Demonstrates empathy and a willingness to assist</li> <li>• Communicates information clearly</li> <li>• Listens and asks questions to understand customer needs and point of view</li> <li>• Proactively seeks solutions and keeps customers informed of progress</li> <li>• Operates within council procedures and policies</li> <li>• Writes in a way that is logical and easy to follow</li> </ul>

Build and Enhance Relationships	
Works co-operatively and effectively with others.	<ul style="list-style-type: none"> <li>• Demonstrates clear, open and honest communication</li> <li>• Works constructively to resolve conflict</li> <li>• Shows enthusiasm to help others</li> <li>• Listens and respects the value of different views, ideas and ways of working</li> <li>• Builds and sustains positive relationships with staff and customers</li> <li>• Actively participates in team and other activities</li> <li>• Keeps others informed and seeks clarification when required</li> </ul>

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> <li>• Demonstrates effective use of time and resources to meet expectations and achieve outcomes</li> <li>• Understands what is required of the role and how this contributes to team priorities</li> <li>• Keeps appropriate people informed on progress of tasks and projects</li> <li>• Seeks information when required, demonstrates initiative</li> <li>• Undertakes to complete all tasks with a positive, can-do attitude</li> </ul>

**Future Focus**

<p>Looks for improvements and is adaptable to change.</p>	<ul style="list-style-type: none"><li>• Understands council vision and purpose and how their role fits in</li><li>• Is willing to adapt to changing processes, systems, technology and environments</li><li>• Looks for improvements and better ways of doing things</li><li>• Seeks support and clarification when required</li></ul>
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**People Development**

<p>Welcomes opportunities for learning and self-development.</p>	<ul style="list-style-type: none"><li>• Displays council values</li><li>• Reflects upon own performance</li><li>• Seeks and acts upon feedback</li><li>• Sets goals for personal and professional development</li><li>• Finds ways to learn and improve in the completion of day-to-day tasks</li><li>• Takes responsibility for own work and meeting job requirements</li></ul>
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**Manage Health and Wellbeing**

<p>Takes responsibility for self-care and managing work-life balance.</p>	<ul style="list-style-type: none"><li>• Demonstrates effective time management and prioritising of tasks</li><li>• Is aware of, controls and expresses their own emotions appropriately</li><li>• Recognises when support is needed</li><li>• Accepts responsibility for their own actions and outcomes</li><li>• Is aware of the importance of self-care</li></ul>
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**Safety and Risk Management**

<p>Takes responsibility for personal actions and reports safety and compliance concerns.</p>	<ul style="list-style-type: none"><li>• Remains vigilant in ensuring a safe working environment for self and others</li><li>• Is aware of risk and takes action to prevent problems</li><li>• Reports hazards, incidents (including near misses) and compliance concerns in a timely way</li><li>• Understands the importance of honesty and transparency</li><li>• Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets</li><li>• Complies with policies and procedures</li></ul>
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ATTACHMENT 2

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

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.

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
General HR administration duties.	Largely an office based role. This will involve engaging with internal and external customers to facilitate learning and development and recruit opportunities as well as general HR duties.	<ul style="list-style-type: none"> <li>• Liaison with staff of all levels</li> <li>• Liaison with external stakeholders and the general public</li> <li>• Phone use</li> <li>• Computer use</li> <li>• Data entry</li> <li>• Use of multiple online systems</li> <li>• Photocopier use</li> <li>• Time management</li> <li>• Handwriting notes</li> <li>• Attending meetings</li> <li>• Driving company vehicles</li> <li>• Set up of interview rooms</li> </ul>	Sitting				X
			Standing	X			
			Walking		X		
			Lifting < 10kgs		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
			Accepting instructions			X	
			Providing instructions		X		
			Sustained concentration				X
			Decision making		X		
			Simple problem solving			X	
			Interaction with others			X	
Exposure to confrontation	X						
Respond to change			X				
Prioritisation				X			