



POSITION TITLE	People Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 5
DIRECTORATE	Corporate
BUSINESS UNIT	People and Safety
REPORTS TO	People Coordinator
SUPERVISES	Nil
EMPLOYMENT STATUS	Full Time – Fixed Term
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

The People Officer will coordinate, implement and support all aspects of Council’s recruitment function. This is an autonomous administrative role where guidance and advice would usually be available. Additionally, and as a member of the People and Safety team, this role will support other HR functions as required.

Specifically, the role will:

- Administer, implement and support the end to end recruitment, including onboarding and some of the induction processes for Council.
- Implement, under guidance and support, HR Information Systems (HRIS) enhancements related to e-recruitment and onboarding

- Provide effective and timely administrative support for all work experience / apprentice / trainee, and

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

general HR activities.

- Carrying out the duties of the position in accordance with specific Council policies and procedures and workplace directions.
- Maintenance and confidentiality of employee files and other People and Safety related files and electronic data.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

Under the guidance of the People and Safety Manager and the People Coordinator, this position may be responsible to undertake any of the following duties as allocated from time to time:

HR Information System (HRIS) Maintenance

- Building and editing electronic forms in our HRIS and assigning relevant workflow rules where required.
- Coordinating Wodonga Council's annual review process by undertaking the following tasks:
- Making amendments to forms and workflow when necessary;
- Issuing templates to employee's on an annual basis;
- Provide support and guidance to employee's and supervisors to ensure timely completion of annual review processes.
- Assisting with the administration of the learning and development function of the HRIS, including data entry.
- Participate in continuous system improvements and upgrades

Recruitment

- Engage with all hiring managers as to their recruitment needs, identifying challenges and issues and adopting a problem solving approach within the relevant policies and procedures.
- Guide the hiring managers through the recruitment process.
- Advertise vacant positions as required on the relevant various platforms and work with communications and marketing as to advertising strategies and approaches that will get the best outcome for Council.
- Identify, and discuss, recruitment challenges and opportunities with the broader People and Safety team.
- Implement the HRIS systems upgrades / module implementation as they relate to e-recruitment and on-boarding.
- Use a variety of recruitment applications to source and attract potential candidates.
- Administer the recruitment and selection process including:
 - Participating in interviews as required.
 - Draft and Send letters of offer
- Provide assistance to members of the public and supervisors on all aspects of the council's e-recruitment program within the parameters of the role.

Recruitment Support and Administration

- Administer the recruitment and selection process including:
 - Advertising vacant positions as required on relevant mediums, and liaising with Communications and Marketing when required to ensure timely placement in additional mediums as required.
 - Coordinating interview schedules and preparing relevant documentation for interviews.
 - Make changes to position descriptions as required.
 - Participating in interviews as required.
 - Formulate employment contracts including variations to employment for existing employees as required.

- Support the pre-employment functional testing and injury management screening processes where required.
- Provide assistance to members of the public and supervisors on all aspects of the council's recruitment and selection process and seek assistance where required.
- Assist hiring managers with the onboarding process for new employees, including administration of the employee's probation and coordination of their induction.

Induction

- Prepare induction packs and name badges for new employees as required.
- Administer and allocate online compliance modules for new employees on commencement, including employee account maintenance, assigning mandatory modules to employees and running compliance reports as required.

General Human Resource Management Administration

- Contribute to the effective maintenance of personal data information eg. changes of address, personal details and emergency contacts.
- Maintenance and confidentiality of personnel files and other people related files and electronic data.
- Organise industry visits for Council employees, for example, Vision Super sessions.
- Monitor and implement actions in response to a range of other administrative matters in support of the employment lifecycle such as contract expiry, probation, fixed term contracts, casual conversion, exit surveys, employee's surveys, employee performance review system, employee recognition and employee engagement.
- Contribute to the collation of data for the quarterly People and Safety report.
- Update SharePoint pages to ensure that the People information is kept current when required.
- Manage, maintain and action the HR inbox and calendar daily, and seek support where required.

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>
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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>
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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

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

- Be organised and prioritise daily and weekly activities.
- Determine appropriate action, perform tasks according to established practices and procedures and escalate issues appropriately.
- Self-organisation and prioritisation of daily and weekly activities
- Sound judgement and decision making skills with the ability to follow procedures and guidelines and problem solve to develop solutions to problems using professional knowledge and organisational awareness.
- Ability to evaluate and assess information from a variety of sources, provide informed guidance to enable considered decision.
- Ability to determine appropriate action in relation to internal People and Safety requests by either conducting the task, providing basic information or by referring to an appropriate People and Safety colleague.

SPECIALIST KNOWLEDGE AND SKILLS

- A well developed understanding of relevant Awards and employment legislation, particularly in relation to the Fair Work Act, and an ability to interpret and apply them to council's operations.
- Computer literacy skills that enable the utilization of various computer based programs in relation to HR including the capacity to implement system enhancements / upgrades.
- Knowledge of HR principles, practices, and procedures and their application within the workplace.
- The ability to negotiate with employee's and supervisors to obtain information required to complete job tasks.
- A well-developed understanding of the function of the position within it's organisational context, including the long term goals of the People and Safety team and how they relate to goals of the organisation.
- Demonstrated ability to maintain confidentiality and sensitivity in dealing with employee's .
- Ability to use Microsoft products to an intermediate standard.

- 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.

MANAGEMENT SKILLS

- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other employee's, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, 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.
- Demonstrated skills in managing time, setting priorities and planning and organising work to efficiently and effectively achieve the objectives of the position with the resources available and within set timeframes.
- Ability to work autonomously and demonstrate high levels of initiative and attention to detail.
- Being flexible to enable work requests to be dealt with promptly and professionally;
- Maintain confidentiality.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).
- High level interpersonal skills including the ability to communicate effectively and gain cooperation and assistance from a diverse range of stakeholders.
- Very good written communication skills with the ability to write reports in field of expertise and prepare external correspondence.
- Ability to liaise with various stakeholders to discuss matters that can be occasionally complex or technical with a problem solving mindset.
- Demonstrated ability to maintain a high level of professionalism, confidentiality and sensitivity in dealing with employee matters.
- Ability to work as part of the broader People and Safety team, interact positively with colleagues and contribute to decision making and goal setting

INFORMATION TECHNOLOGY SKILLS

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

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

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

- Experience conducting an end to end recruitment process.
- Experience in the use of HRIS or similar people information recording systems.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check

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 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

1. Ability to identify and implement continuous improvement with regards to recruitment and attraction.
2. A strong customer focus with good written and verbal communication skills.
3. The ability to conduct work of a sensitive nature whilst maintaining strict confidentiality.
4. Excellent time management skills, with the ability to prioritise competing demands as required.

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

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

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

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

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

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

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

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
Recruitment, induction and general administration	Facilitation of processes relating to the recruitment and induction of new employee's members, as well as other HR related tasks	<ul style="list-style-type: none"> Liaison with employee's of all levels Liaison with external stakeholders and the general public Phone use Computer use Data entry Use of multiple online systems Photocopier use Time management Handwriting notes Attending meetings Driving company vehicles Set up of interview rooms 	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