

GILGANDRA SHIRE COUNCIL
POSITION DESCRIPTION

PART 1: POSITION DETAILS

Position Title:	Human Resources Officer
Grade:	11
Occupant:	Vacant
Department:	Corporate & Business Services
Reports to:	Human Resources Manager
Direct Subordinates:	Nil
Number of Subordinates:	Nil
Operating budget:	N/A
Revenue:	N/A
Created:	May 2008
Reviewed:	15 February 2017

PART 2: POSITION PURPOSE

- Provision of administrative and clerical services and advice to maximise HR services and organisation performance
- Assist with continuous improvement of the HR Services administrative and clerical processes and tasks.
- Coordinate the implementation of workers compensation, rehabilitation and injury management services and procedures to ensure the organisation meets its legislative obligation and responsibilities and provides a safe and healthy work environment
- Assist with recruitment and selection services, processes and procedures to help ensure fair and equitable practices are maintained.
- Assist with the coordination of Annual Performance Appraisals
- Assist with general HR issues

PART 3: POSITION ACCOUNTABILITIES (KEY RESULT AREAS – KRAs)

HR Administration:

- Be responsible for assisting the HR Manager and other members of the HR team, prioritising workflows so that all typing is done within required time frames and the standard of presentation of all documents is maintained.
- Undertake research on HR topics and issues as required from time to time.
- Prepare the selection documentation, generate acknowledgement letters and schedule interviews for all vacant positions.
- Prepare annual performance appraisals
- Liaise with the Risk Management Officer in relation to new employee induction.
- Maintain the training data base to ensure all information is up to date and accurate.
- Ensure all job vacancies are circulated promptly.
- Attend to HR enquiries promptly and efficiently and provide courteous and accurate advice.
- Be responsible for processing National Police Checks and WWCC's.
- Maintain a high level of skill in the use of computer software relevant to the organisation.
- As required, update HR Services forms, policies, procedures and other relevant document.

Workers Compensation & Injury Management

- In conjunction with the respective manager, employee, insurer and treating doctor develop and implement successful recover at work programs.
- Monitor service levels provided to the injured employee by service providers and ensure service levels are maintained and appropriate quality and regulatory standards are met.
- Assist the HR Manager in ensuring the organisation's workers compensation and injury management statutory responsibilities are met.
- Assist with the provision of specialist workers compensation advice to ensure sound management practices are maintained.
- Maintain and review policies, processes and procedures relevant to the area as agreed with the HR Manager.
- Maintain and review management information systems for monitoring and reporting workers compensation claims management performance.
- Provide training and coaching in workers compensation and injury management procedures to all relevant staff as agreed with the Manager HR services.

Recruitment

- Assist with the continuous improvement and implementation of recruitment services and procedures to improve the quality of Council's team and ensure EEO practice.
- Undertake the tasks required for the recruitment and selection of staff, advertising, booking of facilities and staff resources to conduct interviews.
- Coordinate the administrative and clerical requirements including: sending out advice letters to applicants, booking applicants for interviews, forwarding recruitment files and providing selection process forms to selection panel convenors
- Participate in selection panels.

Training Coordination

- Assist with the organisation of training activities for Council

Work Health & Safety

- Be a good role model for other employees especially in the matter of WHS.

This is a general position description only and the employee may be required to perform any other duties as directed by the General Manger or their nominee, within the skills possessed.

PART 4: WH&S REQUIREMENTS

Employees: As individuals, employees will:

- Take all reasonable and practicable steps for their own health and safety and of others affected by their actions at work;
- Comply with the safety procedures and directions imposed in the interest of health and safety;
- Not wilfully interfere with or misuse items or facilities provided in the interest of health, safety and welfare of employees; and
- In accordance with agreed procedures for accident and incident reporting, report potential and actual hazards to either their elected health and safety representatives or supervisor

Supervisors: Supervisors are responsible for the day to day supervision of employees. In particular, supervisors will:

- Ensure that all activities are performed in accordance with Gilgandra Shire Council Work Health & Safety rehabilitation procedures, legislation or good practice
- Review all tasks to assist in improving safety;
- Promote and communicate Work Health and Safety and rehabilitation with employees, contractors, service users, customers, and members of the public.

PART 5: SELECTION CRITERIA

Essential

- Demonstrated knowledge and experience in administrative and clerical tasks
- Advanced level skills and experience with Microsoft Office
- High level verbal, written, interpersonal and negotiation skills
- Commitment to providing excellent client services
- Accreditation as a rehabilitation coordinator or willingness to obtain
- Demonstrated ability to research and analyse issues and prepare accurate reports
- Class C Drivers Licence
- Certificate III Business Administration and/or relevant work related experience
- Minimum one year work related experience

Desirable

- Demonstrated experience in the management of workers compensation and injured employees
- Relevant experience in a human resources function
- Relevant experience in rehabilitation of injured employees
- Relevant experience in recruitment of employees
- Formal qualifications in human resource management or a related field, or willingness to study towards gaining a qualification

PART 6: MISCELLANEOUS (TERMS & CONDITIONS)

- **Working hours:** 35 hours per week on basis of 9 day fortnight
- **Delegations:** as per policy
- **Special conditions of employment:** N/A
- **Additional duties / relief duties:** Human Resources Manager

PART 7: ASSOCIATED DOCUMENTS

SKILL DESCRIPTORS

Authority and Accountability

- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor
- Decisions made by the job holder affect the work and activities of others within the work group or team.
- The work of the job holder influences the external environment by ensuring services are consistent with Council standards
- The jobholder is accountable for own work performance. Liability generally lies with the supervisor or Council as the employer
- The job holder has little or no responsibility for budget development

- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

Judgement and Problem Solving

- Problems are solved by applying standards, established practices and procedures, or operating instructions.
- The jobholder is required to make judgements and interpretations based on analysis of information and straightforward situations and is responsible for improving and developing methods and techniques
- Regular planning is required to ensure activities and resources are coordinated for day to day work or that projects run to schedule.
- Broadly understand the section's goals and how the job role contributes to them. Be familiar with Council structure, products and customers. Understand the overall organisation's vision and direction.

Management Skills

- Responsible for own work and not normally required to direct or supervise other personnel
- The person offers recommendations regarding:
 - Coaching
 - Identifying training needs

Interpersonal Skills

- This job requires written communication skills which enable the job holder to write detailed correspondence, reports and submissions that require original sentence and paragraph construction and wording
- The job holder is required to provide information to customers and assist with routine service problems and should recognise when a problem is 'too delicate' or 'volatile' to be handled by self and refer to others.
- Required to provide service to internal customers as a regular part of the job. Service includes answering queries, providing documentation, sourcing advice and referring queries to appropriate personnel.
- Responsible for frequent coordination of and communication with other workers to gain cooperation for work production or service quality.
- This job requires communication skills which enable the job holder to perform the following activities:
 - Provide information and explain situations
 - Advise, recommend or counsel
 - Sell, persuade, influence
 - Counsel on problems
 - Participate in meetings/group discussions
 - Resolve conflict
 - Conduct meetings/lead group discussions
- The job holder is required to interact with the following groups or individuals within the council on a regular basis and for the purpose shown below:

Provide and obtain information:

- General Manager

Advise or recommend:

- Department/Division Heads
- Section Managers/Team Leaders
- Other Council Employees (not including direct reports)

- The job holder is required to interact with the following groups or individuals outside the council and for the purpose listed below:

Provide and obtain information:

- Commercial/industrial/development representatives (eg vendors, builders, clients)
- Professional/industry associations including unions
- Consultants, solicitors and other professionals
- Government officers (eg Roads & Traffic Authority, Dept of Local Government)
- Employees of other councils
- Applicants for employment

Qualifications and Experience

- Basic working knowledge of several functions plus specialisation in one function. Jobs requiring general schooling in a wide range of subjects, with specialist training to TAFE Certificate Level 3 or equivalent (4 years part time).
- It would be expected that the person would have one, but less than two year's experience.
- In addition to the qualifications and experience, the job holder must possess the following licences or certificates:
 - Driving Licence Class C (Car)

Specialist Knowledge and Skills

- The operational knowledge needed by the jobholder includes knowledge of the structure and functions of the whole organisation
- In addition, the job holder requires the following level of technical skills

Comprehensive Knowledge areas:

- Rehabilitation

Solid Working Knowledge areas:

- Filing
- Data Entry
- PC Applications Software (eg Lotus, Dabs, desktop publishing)
- Word Processing/Typing
- Record Keeping (eg timekeeping, expenditure logs etc)
- Risk Management
- Accounts Payable/Receivable
- Equal Employment Opportunity
- Employee Relations
- Training & Development
- Human Resource Information System Management
- Recruiting/Employment
- Payroll
- Occupational Health and Safety Program
- Industrial Relations/Employment Legislation
- Occupational Health & Safety Legislation

Basic Working Knowledge areas:

- Meeting Procedures
- Mediation/alternative dispute resolution

- Administrative Legislation
- Local Government Legislation

COMPETENCY STEPS

ENTRY

COMPETENCY	PERFORMANCE CRITERIA	COMPETENT	NOT YET COMPETENT
		Assessment Methods Observation: OB Demonstration: DM Work Sample: WS Training Records: TR Questioning Discussion: QD	X
Demonstrated knowledge and experience in administrative and clerical tasks	Demonstrated		
Advanced level skills & experience with Work, Excel & PowerPoint	Demonstrated		
High level verbal, written, interpersonal & negotiation skills	Demonstrated		
Commitment to providing excellent client services	Demonstrated		
Accreditation as a RTW Co-ordinator or willingness to obtain	Training Record		
Demonstrated ability to analyse & research issues and prepare accurate and meaningful reports	Demonstrated		
Class C Drivers Licence	Licence current		
Certificate III Business Administration and/or relevant work related experience	Possession of certificate and/or demonstrated work experience		
1 Year Job Related Experience	Supporting Documentation		

STEP 1

COMPETENCY	PERFORMANCE CRITERIA	COMPETENT	NOT YET COMPETENT
Responsible & accountable for the effective and efficient performance of all duties and key responsibilities relating to this position.	Demonstrated Ability		
Ability to make value judgements and analyse situations to enable clear, precise and accurate decisions to be made when dealing with day-to-day matters and emergency situations	Demonstrated Ability		
Sound level persuasive and interpersonal skills	Demonstrated Ability		
Gain cooperation for work production and legislative compliance	Demonstrated Ability		
Write non standard letters	Demonstrated Ability		
Liaise with relevant professional bodies	Demonstrated Ability		
Liaise with Shires Association and knowledge of Associations role	Demonstrated Ability		
Demonstrated experience in the management of WC & injured employees	Demonstrated		

Demonstrated ability to building strong client relationships & provide quality & timely focused service	Demonstrated		
STEP 2			
COMPETENCY	PERFORMANCE CRITERIA	COMPETENT	NOT YET COMPETENT
Working Knowledge of all Departments of Council	Demonstrated Knowledge		
Competent in all aspects relating to recruitment & selection process	Demonstrated Ability		
Competent in the co-ordination & maintenance of Council's Training Plan	Demonstrated Ability		
Working knowledge of Council's HR policies and procedures	Demonstrated Knowledge		
Competent in the lodgement of WC Claims & associated paperwork	Demonstrated Ability		
Ability to develop RTW Plans	Demonstrated Ability		
STEP 3			
COMPETENCY	PERFORMANCE CRITERIA	COMPETENT	NOT YET COMPETENT
Ability to manage WC Claims from a cost benefit perspective	Demonstrated Ability		
Competent in the organisation of training events			
Ability to Lead meetings and discussion groups	Demonstrated Ability		
Working knowledge of WC legislation & statutory requirements	Demonstrated Ability		
STEP 4			
COMPETENCY	PERFORMANCE CRITERIA	COMPETENT	NOT YET COMPETENT
Ability to write submissions and reports	Demonstrated Ability		
HR Certificate IV or equivalent	Possession of certificate		

KEY PRINCIPLES AND VALUES

The following principles and values are considered to be key requirements of our organisation. All Councillors and Staff are expected to demonstrate these values and principles in their dealings with each other and with the community.

Integrity

We must not place ourselves under any financial or other obligation to any individual or organisation that might reasonably be thought to influence us in the performance of our duties.

Leadership

We have a duty to promote and support the key principles by leadership and example and to maintain and strengthen the public's trust and confidence in the integrity of Council. This means promoting public duty to others in the Council and outside, by our own ethical behaviour.

Selflessness

We have a duty to make decisions solely in the public interest. We must not act in order to gain financial or other benefits for ourselves, our family, friends or business interests. This means making decisions because they benefit the public, not because they benefit the decision maker.

Objectivity

We must make decisions solely on merit and in accordance with our statutory obligations when carrying out public business. This includes the making of appointments, awarding of contracts or recommending individuals for rewards or benefits. This means fairness to all; impartial assessment; merit selection in recruitment and in purchase and sale of council's resources; considering only relevant matters.

Accountability

We are accountable to the public for our decisions and actions and must consider issues on their merits, taking into account the views of others. This means recording reasons for decisions; submitting to scrutiny; keeping proper records; establishing audit trails.

Openness

We have a duty to be as open as possible about our decisions and actions, giving reasons for decisions and restricting information only when the wider public interest clearly demands. This means recording, giving and revealing reasons for decisions; revealing other avenues available to the client or business; when authorised, offering all information; communicating clearly.

Honesty

We have a duty to act honestly. We must declare any private interests relating to our public duties and take steps to resolve any conflicts arising in such a way that protects the public interest. This means obeying the law; following the letter and spirit of policies and procedures; observing the code of conduct; fully disclosing actual or potential conflict of interests and exercising any conferred power strictly for the purpose for which the power was conferred.

Respect

We must treat others with respect at all times. This means not using derogatory terms towards others, observing the rights of other people, treating people with courtesy and recognising the different roles others play in local government decision making.