

POSITION DESCRIPTION

Position Title:	Human Resources Officer
Position Number:	10502
Directorate:	Corporate Services
Reports to:	Senior Human Resources Officer
External Liaison:	RTO, Unions
Department:	Human Resources
Agreement:	City of Karratha Enterprise Agreement 2019
Classification:	Level 5

1. POSITION OVERVIEW

The Human Resources Officer is responsible for providing support and advice to Directors, Managers and Employees on general HR matters including EEO and industrial relations.

This is a key position within the HR Team delivering people services in an environment of confidentiality and continuous improvement.

1.1 Position Objectives

- Provide an effective, consistent and timely delivery of HR services to support organisational needs.
- Provide an advisory service to managers and staff on all matters pertaining to human resources.
- Assist in the monitoring of HR compliance issues and delivering general HR administrative functions.
- Contributes to the development, implementation and monitoring of policies and procedures based on relevant legislation and contemporary HR practices.
- Coordination and continuous improvement of the Corporate Induction Program and Performance Review System.
- Undertake HR project work as directed by the Manager Human Resources.

2. DUTIES & RESPONSIBILITIES

2.1 HR Advice and Support Services

- Act as the first point of contact for employees regarding all operational HR issues.
- Mediation and assistance with conflict resolution and workplace grievances.
- In conjunction with the Senior HR Officer, maintain policies and procedures to ensure that the City is compliant with industrial legislation, EEO and local government regulations/requirements.
- Provide advice on industrial relations issues and matters of award interpretation to minimise industrial conflict.
- Coordinate the City's reward and recognition program including quarterly awards and anniversary service awards.
- Maintain, administer and advise on the City's volunteer policy and procedure.
- Assist line managers to build personnel and industrial relations management capability.
- Conduct employee exit interviews and provide feedback to management.

2.2 Performance and Development Review System

- Coordinate the City's performance and development review system.
- Ensure the database and records are maintained.
- Provide support to employees on effective performance discussions.
- Support line management in dealing with employee performance issues and disciplinary action.

2.3 Equal Employment Opportunity

- Promote equal employment opportunity within the City of Karratha's workforce and compliance with relevant statutory obligations.
- Assist with the facilitation of training for all staff in EEO principles and requirements.
- Maintain the accuracy of EEO data and generate reports as required.

2.4 General

- Work with the Human Resources team to deliver organisational and departmental objectives.
- Support the City's corporate induction program for new employees and volunteers.
- Support recruitment and on-boarding of new employees when necessary.
- Support the Payroll Officer, Training Officer and Recruitment Officer during periods of leave.

2.5 Occupational Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to safety.
- Utilise the City's procedure for OHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of safety or health.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near-miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form within 3 days.
- Report all hazards using the Hazard Notification Form.
- Other roles and responsibilities outlined in the OHS Management at the City of Karratha: Roles and Responsibilities.

3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Works under general supervision of the Manager Human Resources.
- Freedom to act, governed by clear objectives within the limits of budget constraints, Council policy, established guidelines, and relevant legislation.

3.2 Judgement and Problem Solving

- Demonstrated administrative, research and analytical skills, demonstrated through efficient and accurate production of reports and documents.
- Sound problem solving and conflict resolution skills.

3.3 Specialist Knowledge and Skills

- Sound knowledge and ability to interpret, understand and apply relevant Human Resource and EEO legislation
- Thorough understanding of contemporary HR practises and procedures.

3.4 Interpersonal Skills

- Proven ability to gain support and commitment from internal customers and external organisations.
- Developed verbal and written communication skills with a high level of attention to detail, accuracy and confidentiality.
- Developed negotiation and mediation skills.
- Demonstrated high level of written and interpersonal communication skills and management of sensitive and confidential issues where conflict may be present.

3.5 Qualifications and Experience

- Tertiary qualification in Human Resource Management or related discipline and/or experience in a similar role
- Proven experience in interpreting and applying awards and certified agreements and employee entitlements.
- Membership with Australian Human Resources Institute is desirable
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)