

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>People &amp; Culture Support Officer</b>
<b>Position Number:</b>	<b>10505</b>
<b>Directorate:</b>	<b>Office of the CEO</b>
<b>Reports to:</b>	<b>Manager People &amp; Culture</b>
<b>Department:</b>	<b>People &amp; Culture</b>
<b>Agreement:</b>	<b>City of Karratha Industrial Agreement 2023</b>
<b>Classification:</b>	<b>Level 4</b>

## 1. POSITION OVERVIEW

The People & Culture Support Officer is integral to the seamless functioning of the People & Culture team, providing robust systems and administrative support. This position demands a high level of professionalism and efficiency in catering to the needs of both internal and external stakeholders.

### 1.1 Position Objectives

- Assist the People & Culture department comprehensively, spanning Recruitment, People & Culture, Payroll, Housing, and OSH.
- Collaborate with People & Culture Business Partners to uphold employee relations programs, maintain the People & Culture Intranet page, and manage uniform-related matters.
- Aid the Manager People & Culture in administering People & Culture functions.
- Continuously seek opportunities to enhance processes, ensuring the department operates at best practice standards.
- Deliver exemplary customer service, guiding staff through People & Culture procedures and functions.

## 2. DUTIES & RESPONSIBILITIES

### 2.1 Administrative Support

- Provide adept assistance to the People & Culture team in various administrative tasks and projects.
- Contribute to the preparation of contracts, letters, and memos under the guidance of the People & Culture team.
- Maintain Health and Safety registers.
- Handle corporate uniform orders and returns.
- Compile information from exit interviews.
- Assist in updating People & Culture procedures.
- Provide support to Payroll and aid in the administration of the termination process.
- Maintain an organised People & Culture & Payroll filing system.
- Undertake any other duties consistent with the responsibilities of this position.

### 2.2 Recruitment

- Monitor Recruitment email and incoming correspondence.
- Log applications for employment.
- Schedule, prepare, and conduct interviews.
- Complete reference checks for preferred applicants.
- Execute recruitment administration tasks, including preparing recruitment packs and sending communications to unsuccessful candidates.
- Manage recruitment files in accordance with Council's Recordkeeping Policy.

## **2.3 Training**

- Monitor Training email, seek appropriate approvals on requests received.
- Schedule and book staff on internal and external courses as required.
- Maintain the HRIS with training and certificate renewal dates and advise appropriate managers of training requirements.

## **2.4 Relief Support**

- Provide relief and support for the People & Culture team.

## **2.5 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 their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- 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 as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

## **3. KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)**

### **3.1 Authority & Accountability**

- Works under regular supervision of the Manager People & Culture.
- Works in accordance with approved Council's policies, procedures and guidelines.

### **3.2 Judgement & Problem Solving**

- Demonstrates problem-solving abilities within established processes and procedures.
- Exhibits proficiency in time management, working autonomously, and collaborating within a team.

### **3.3 Specialist Knowledge & Skills**

- Developing knowledge of recruitment practices.
- Proficient in Microsoft Office products (Word, Excel, Outlook).
- Well-developed numeracy & literacy skills

### **3.4 Interpersonal Skills**

- Developed verbal and written communication skills with a high level of attention to detail, accuracy and confidentiality.
- Demonstrated ability to provide customer service, advice, information and assistance to a range of people.

### **3.5 Qualifications and Experience**

- Experience in providing administrative support in a multi-disciplined working environment
- Possession of or progress towards tertiary qualifications in a Human Resources or Industrial Relations field (desirable)
- Current C class drivers licence
- National (or Federal) Police Certificate no more than 6 months old