POSITION INFORMATION
External

Position Title              People and Culture Support Officer - Innisfail
Position Status            Permanent Fulltime
Position Number            PV:141/19
Classification             Local Government Industry (Stream A) Award – State 2017
                            Level 2 ($54,898.34 - $58,921.58 per annum plus relevant allowances) -
                            Based on skills, qualifications and experience
Section / Department       People and Culture / Office of the Chief Executive Officer
Closing Date              Friday, 10 May 2019 at 4:30pm
Enquiries To               Kerry Clow, People and Culture Business Partner - 0448879655

Cassowary Coast Regional Council: Better Together

The Cassowary Coast region features world-heritage rainforests, secluded beaches, tropical islands, rugged
coastal ranges and fertile flood plains.

The region is equally well known as Australia's banana-growing hub and a major contributor to the sugar
industry, as an art deco district and as the home of both the endangered southern cassowary and the giant
golden gumboot.

The Cassowary Coast covers 4701 square kilometres from Garradunga in the north to Cardwell in the south
and East Palmerston in the west.

Its major population centres are Innisfail, Tully, Cardwell and Mission Beach.

The region is home to about 30,000 people and prides itself on its cultural diversity.

Capitalising the opportunities that the region has to offer, the Council is driving a vision that includes a vibrant
and robust economy, increasing population density, identification as an international tourist destination and
a centre for tropical medicine research.

There is energy for transformation and renewal to achieve Council’s vision and leadership to align the business
of Council with the Vision is a fundamental platform to achieve success. It is for this reason that we are seeking
talented, inspiring and progressive leaders to join Council and lead the transformation of regional growth and
prosperity, organisation culture, council business, service delivery and value to the community.

Provide administrative assistance and support to the People and Culture (P&C) Team for all P&C systems and
communications. The 7 member People & Culture Team consists of: Manager, Business Partner, Graduate &
Support Officer, Organisation Development Specialist, Workplace Health & Safety (WHS) Manager and WHS
The P&C Support Officer role interacts primarily and supports the Graduate P&C and reports directly to the P&C Business Partner.

**Key Accountabilities**

The People & Culture Support Officer will:

- **Administer Recruitment processes**
  - Administering recruitment and selection, including receipt of applications, acknowledgement, shortlisting, interview panels and appointment
  - Initiating recruitment or change of employment status Workflows using an electronic Human Resources Information System (HRIS)
  - Creating and sending offers of appointment
  - Answering queries from Directors, staff and applicants
  - Writing recruitment advertisements and place in the appropriate media, notice boards and website
  - Maintaining ‘status report’ for tracking of recruitment actions through to process end, including follow up as required
  - Maintaining recruitment files and databases
  - Liaising with payroll to ensure correct information and timely information flow

- **Assist the Graduate P&C with Inductions and On boarding**
  - Scheduling and advice of Inductions – attendance, presenters, room bookings
  - Maintaining records of Induction attendance
  - Advice to relevant Council Departments for new employee mobilisation needs (Building access, IT, PPE, etc.)

- **Assist with coaching of P&C processes and Workflows for staff accountable to use such systems**
- **Provide administrative support to the People and Culture Team, as required**
- **Participate in P&C planning and communications meetings and team building**
- **Maintain Employment databases, Personnel files, and electronic filing system**
- **Assist with the retention and disposal of all physical files.**

**Key Outcomes**

- P&C Systems are clearly understood and adhered to;
- Trusted and credible relationships exist with the P&C team, staff and Managers/Supervisors to consistently deliver on customer experience expectations;
- Consistently looking for opportunities for improvement to P&C Systems and communications; and
- Support to Graduate P&C, and P&C Business Partner on any special projects required.

**Selection Criteria**

**Essential:**
- Demonstrated administration skills (previous experience in a medium to large organisation) including demonstrated ability to effectively use Word, Excel & PowerPoint;
- Year 12 Certificate (or equivalent skills, knowledge and ability gained through work experience). The successful candidate will also be required to have commenced or to be prepared to enrol in and complete a degree qualification majoring in human resource management (studies assistance will be available to the successful candidate);
- High level verbal and written communication skills and demonstrated ability to maintain a high level of confidentiality;
• Ability to use and maintain electronic process databases, tools & hardcopy files (eg: Technology One, ECM);
• Ability to work on multiple tasks, determine priorities and meet deadlines;
• Delivery quality work (important for employment documentation) with an expectation of self-quality checks before issue;
• Understanding of physical and electronic document record management processes; and
• Current Queensland Class C drivers licence.

Desirable:
• Knowledge of Council’s functions, activities and administrative processes.

Reporting Structure
This position reports directly to the People and Culture Business Partner.

Pre-Employment Assessments
If you are the recommended candidate for the position, you may be required to undertake pre-employment assessments, which may include, but is not limited to, a medical assessment, drug and alcohol screen, criminal history check, qualification/licence check, citizenship check and reference check(s).

Application Requirements
For the selection panel to consider your application you need to demonstrate how you meet the requirements of the position by submitting a detailed cover letter which addresses the selection criteria and a current resume. Further information on how to write your application can be found in the “Application Guidelines” document.

Submitting your Application

Hard copy applications will not be accepted via post, Customer Service Centres and Depots.

Candidates may be subject to background checks, criminal history checks and/or fit for work assessments during the selection process.

A three month Probationary Period will apply to successful candidates external to Cassowary Coast Regional Council, dependant on the role.

Cassowary Coast Regional Council is required to take reasonable steps to check that you are entitled to work in Australia before we offer you employment. Proof of your entitlement to work in Australia includes:

• Current Passport

If you are not an Australian Citizen, please provide a copy of the above document with your application to ensure your entitlement to work in Australia can be verified.

For further information go to Council’s website at www.cassowarycoast.qld.gov.au where you can view the Application Guidelines.
For any enquiries regarding this position, please contact the appropriate contact person (see contact information above) or alternatively send an email to: enquiries@cassowarycoast.qld.gov.au