

<b>Position Title:</b>	Human Resources Officer
<b>Branch:</b>	Human Resources
<b>Department:</b>	People & Safety
<b>Division:</b>	Office of the CEO
<b>Reporting To:</b>	Principal Business Partner HR
<b>Direct Reports:</b>	Nil
<b>Industrial Instruments:</b>	Queensland Local Government Industry (Stream A) Award - State 2017 & Cassowary Coast Regional Council Certified Agreement 2023
<b>Level:</b>	4

## **THE ROLE**

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The HR Officer will work collaboratively with the HR team to provide practical, hands-on support and advice across the organisation understanding, sharing and contributing to the achievement of business objectives. A key focus of the role is to build Council's capabilities by supporting and managing programs for trainees, apprentices, cadets, and work experience participants. The role will ensure compliance with policies and procedures and deliver effective support to leaders and teams on core Human Resource matters.

## **KEY OUTCOMES**

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- Provide support on Human Resource matters associated with the employment lifecycle, including understanding, sharing and contributing to the achievement of business objectives by developing, coordinating and advising on core people related matters.
- Effective coordination of Council's 'Grow Our Own' program, ensuring successful onboarding, training, and ongoing support for trainees, apprentices, cadets, and work experience participants.
- Collaboration is evident with partnered areas of the organisation and priority Human Resource initiatives; systems, procedures and communications are delivered..
- Planned Human Resource projects are delivered on time, to quality, specification and scope through effective change management influence
- Engagement and communications initiatives are actioned to support desired culture.
- Support is provided to Business Partners within the team on achievement and development planning and review, performance management, succession planning and culture improvements (including leadership coaching and skills development)

## **KEY ACCOUNTABILITIES**

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- Promote and support the implementation of the 'Grow Our Own' program to enhance awareness and engagement across the organisation.

- Coordinate onboarding and tailored training plans for trainees, apprentices, cadets, and work experience participants to ensure a seamless transition and successful program outcomes.
- Provide pastoral care and guidance to program participants, ensuring their wellbeing and compliance with training plans, workplace policies, and legislative requirements.
- Collaborate with internal and external stakeholders, including training providers, to ensure compliance with training requirements and the achievement of program objectives.
- Build and maintain effective working relationships across the organisation, offering support and advice to promote consistent application of Human Resource (HR) policies and practices.
- Establish and nurture partnerships with the Department of Trade, Employment and Training (DTET), Apprentice Connect Australia Providers (ACAPs), and Registered Training Organisations (RTOs) to monitor training progress, manage contracts, and maintain funding records.
- Support the implementation of HR initiatives, including actions arising from employee engagement surveys, workforce focus groups, workshops, toolbox talks, and other workplace culture programs.
- Work with the Principal Business Partner HR and other team members to support the seamless delivery of HR services to internal and external stakeholders
- Assist the Principal Business Partner HR in the development and review of HR policies, procedures and process to ensure alignment with organisational goals and compliance requirements.
- Provide resources and guidance to leaders and teams to facilitate consistent application of achievement and development planning, performance management, succession planning, and culture improvement initiatives.
- Provide advice and support to employees and managers in relation to Council's Certified Agreement, policies and procedures.
- Undertake position description reviews, including evaluations, in accordance with the relevant Award(s) as required.
- Utilise the Technology One - CiAnywhere HR reporting system to manage organisational structure, employee records, recruitment, training, and skills/licences/capabilities.
- Prepare and maintain HR reports, analysing data to identify trends and provide actionable insights to support organisational decision-making.
- Ensure timely and accurate completion of all funding reporting requirements to the DTET.
- Actively engage with local schools, education providers, and universities to promote career pathways, work experience opportunities and placements..
- Collaborate with universities to support and enhance the Council's cadetship program, fostering opportunities for students to gain practical experience and develop skills aligned with organisational needs.
- Coordinate career days and other initiatives to foster interest in employment opportunities within the organisation.
- Oversee the creation and maintenance of accurate, up-to-date, and engaging content related to traineeships, apprenticeships, cadetship programs, and work experience opportunities on the intranet and external website.
- Adhere to all Council policies and procedures, including the Code of Conduct for Council Team Members.
- Perform other duties as required, within the scope of the role and aligned with your skills and capabilities, as directed by the Principal Business Partner HR.

## BEHAVIOURAL COMPETENCIES

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- Demonstrates and promotes behaviours that align with Council's Values (Grow Our Own, Be Courageous, Accountable to our Community, Make it Better, and Work Smarter) and adheres to the Code of Conduct for Council Team Members in all interactions with internal and external stakeholders.
- Takes responsibility and ownership for compliance with Work Health and Safety (WHS), Environmental Protection, Equal Employment Opportunity (EEO), Anti-Discrimination, Recordkeeping, Risk Management, and Privacy obligations.
- Exemplifies professionalism and ethical conduct in all aspects of work.
- Proactively identifies opportunities, takes initiative, and drives continuous improvement and the successful implementation of change.
- Adapts readily and responds positively to change and evolving priorities.
- Demonstrates a commitment to ongoing personal and professional growth and development
- Maintains a strong focus on achieving organisational and team objectives, ensuring high performance and effective delivery of outcomes.
- Builds and fosters collaborative working relationships across all Council departments to support organisational cohesion and success.
- Responds flexibly to challenges, exercises initiative, and influences others positively to support the implementation of change.
- Maintains a customer-focused approach, ensuring the needs of the community are prioritised and addressed.

## SELECTION CRITERIA

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### Essential:

- A qualification in a Human Resources or a related field, or equivalent experience in a similar role.
- Strong communication and interpersonal skills, with the ability to build relationships with internal and external stakeholders, collaborate with trainees/apprentices, and provide practical advice to leaders and teams.
- Strong organisational and time management skills, with the ability to manage multiple priorities and meet deadlines.
- Demonstrated analytical and problem-solving skills to collect, analyse and collate data into meaningful information (including trend analysis and forecasting to inform exercises such as workforce planning)
- Strong organisational and time management skills, with the ability to apply attention to detail and manage multiple priorities and meet deadlines.
- Current Queensland C Class driver's licence

### Desirable:

- Experience using Technology One/CIAnywhere.
- Previous experience in a similar HR role and/or within local government.
- Experience coordinating trainees and apprentices, working with Registered Training Organisations (RTOs) and facilitating placements.
- Experience with succession or workforce planning.
- Mercer CED job evaluation qualification.