



CITY OF ALBANY POSITION DESCRIPTION PEOPLE AND CULTURE OFFICER

1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance. We will commit to a culture of continuous improvement.
- **Accountable:** for our actions - This means we will be transparent in our decision making. We will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

2. POSITION IDENTIFICATION

TITLE: People and Culture Officer	<pre>graph TD; A[Manager People and Culture] --> B[People and Culture Facilitator]; B --> C[People and Culture Officer];</pre>
LEVEL: Level 4/5 -City of Albany Industrial Agreement 2023	
DIRECTORATE: Office of the CEO	
REPORTS TO: People and Culture Facilitator RESPONSIBLE FOR: Nil	

3. POSITION OBJECTIVE

This position acts as a first point of contact for all employees engaging with the People and Culture Team. It plays a key role in delivering timely, accurate, and proactive support across a wide range of people and culture activities including recruitment, onboarding, HR systems support, and health and wellbeing. The role also contributes creatively to internal communications and fosters a positive, engaging, and inclusive workplace culture.

4. KEY RESPONSIBILITIES

Recruitment & Onboarding

Level 4

- Coordinate end-to-end recruitment processes including, but not limited to:
 - arranging interviews;
 - creation of advertising materials and application packages;
 - collation of documents for interview files;
 - shortlisting; and
 - representing people and culture on interview panels.
- Proactively liaise with the Communications Team, newspaper agencies and other advertising sites/organisations to advertise vacancies effectively.
- Assist in the maintenance, development and continuous improvement of HRIS processes and reporting (Pulse and future ERP systems).
- Administer the onboarding process in Pulse and process employee related documentation and correspondence in consultation with the payroll team.
- Uploading photos from Pulse to CMS for the contact directory
- Organise IT and Records inductions as required.
- Support the implementation and then the continuous improvement of the HRIS solution as part of the ERP project, bringing forward ideas to streamline and enhance HR workflows.

Level 5 (in addition to the above)

- Provide guidance and support to hiring managers during the shortlisting process.
- Drive continuous improvement of HRIS (Pulse and future ERP systems) by identifying and implementing process enhancements.
- Assist in the development and maintenance of recruitment and onboarding procedures and templates.

Workers Compensation / Health & Wellbeing

Level 4

- Assist the People and Culture Advisor with Workers Compensation administration as required.
- Assist in planning and delivering health and wellbeing initiatives in collaboration with the People and Culture Facilitator.

Level 5 (in addition to the above)

- Take a proactive role in the coordination delivery of broader wellbeing programs and initiatives across the organisation.
- Monitor and evaluate the effectiveness of initiatives via surveys and feedback forums and suggest and implement improvements.

General Support

Level 4

- Liaise with internal and external stakeholders to provide friendly, timely, accurate information and advice within the boundaries of confidentiality.
- Ensure opportunities for exit interviews are provided to staff.
- Assist with the review, development and support updates of templates, policies, procedures and forms, in consultation with the People and Culture Facilitator and Manager People and Culture.
- Liaise with the Payroll and Finance Teams to streamline transactional activities and provide timely, accurate assistance as required.
- Provide support and assistance for People and Culture projects as required.
- Assist in the Facilitation of the parental leave process in conjunction with relevant staff and managers.
- Show initiative and attention to detail, discretion and confidentiality in relation to staff employment information and issues.

Level 5 (in addition to the above)

- Contribute to the review and development of HR policies and procedure documents.
- Identify opportunities to streamline and strengthen HR workflows.
- Facilitate the parental leave process in conjunction with relevant staff and managers.

Administration**Level 4**

- General administration including taking file notes, data entry and registration of documents, ordering business cards and badges and sending advice notifications.
- Generate monthly contract reports and follow-up with supervisors.
- Assist in the review, editing and updating of position descriptions as required ensuring content is correct and liaise with relevant staff to ensure they are up-to-date.
- Assist the People and Culture Facilitator in the collation of data for reporting requirements.
- Assist with the coordination of the General Consultative Committee (GCC) including:
 - general administration - managing meeting invites, preparing agendas, taking and finalising minutes;
 - collate feedback for Enterprise Agreement negotiations;
 - coordinate the yearly election process.
- Prepare up to date organisational charts (FTE and all staff) on a bi-monthly basis and provide to the relevant staff.
- Monitor and maintain accurate records of Full-Time Equivalent (FTE) data to support organisational reporting to EMT and Council for compliance requirements.
- Arrange meeting rooms and catering for various health and wellbeing events as required.
- Process People and Culture documentation ensuring accuracy and confidentiality are maintained.
- Coordinate and publish the monthly staff newsletter. This includes gathering content and designing the layout (using platforms like Canva), with a creative and engaging tone that supports staff morale, health and wellbeing, and internal engagement.
- Facilitate and participate in People and Culture meetings, forums and events as required.
- Demonstrate initiative, confidentiality, and attention to detail in all work.
- Undertake various other duties as directed.

Level 5 (in addition to the above)

- Facilitate the review, editing and updating of position descriptions as required ensuring content is correct and liaise with relevant staff to ensure they are up-to-date.
- Assist the Manager People and Culture with meetings and documentation related to Industrial Agreement negotiations and variations.

Work Health and Safety**Level 4 & 5**

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that our within own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with WHS Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they seem.

5. REQUIREMENTS OF THE JOB**Skills****Level 4**

- Demonstrated commitment to the City of Albany's Organisational Values, with a strong sense of integrity and the ability to handle sensitive information with discretion and confidentiality.
- Excellent verbal and written communication skills, with a strong emphasis on open, honest, and respectful communication. Able to clearly convey information, actively listen, provide constructive feedback, and foster a culture of transparency and trust across all levels of the organisation.
- Interest in HR systems and digital tools, with a willingness to learn and contribute to system improvements.
- Excellent computer skills including the Microsoft Office suite and design applications such as Canva.
- Strong attention to detail, initiative and thorough completion of tasks.
- Good time management and organisation skills, with a strong sense of ownership and accountability.
- Ability to foster cooperative relationships with staff at all levels.
- Strong customer service focus and commitment.
- Excellent teamwork skills.
- Creative mindset and enthusiasm for employee engagement through internal communications (e.g., newsletters, health campaigns, staff events).

Level 5 (in addition to the above)

- Excellent computer skills showing competency in the use of HRIS Software such as Pulse whilst demonstrating use of initiative and a focus on continuous improvement.
- Able to prioritise tasks effectively, manage competing deadlines, and take responsibility for delivering high-quality work within agreed timeframes.
- Ability to collate and analyse data accurately.
- Ability to work under minimal supervision.

Knowledge

Level 4

- Awareness of general administrative processes and an interest in learning about Human Resources practices and principles.
- Willingness to develop an understanding of relevant workplace legislation and industrial relations instruments.
- Ability to understand and work with basic data and reporting related to HR statistics required for workforce reporting.

Level 5 (in addition to the above)

- Developed knowledge of Human Resources practices and principles.
- Knowledge of relevant legislation and industrial relations instruments.
- Good understanding of General HR statistics and analytics required for reporting.
- Understanding of how to assist in the development of meaningful Health and Wellbeing initiatives.
- Knowledge of Workers Compensation (desirable).

Experience and Qualifications

Level 4

- Experience or interest in internal communication or digital content creation (e.g., staff newsletters or social media content).
- Ability and desire to undertake HR studies.
- Experience working in a confidential corporate environment.
- National Police Clearance.
- "C" Class Drivers Licence
- Experience in end-to-end recruitment processes. (desirable).
- Experience assisting in Health and wellbeing events and employee engagement activities (desirable).

Level 5 (in addition to the above)

- Certificate IV in Human Resources (or related discipline) or a minimum of 3 years demonstrated HR experience.
- Demonstrated experience using or maintaining HR systems, with a focus on improving data integrity and HR process automation.
- Demonstrated ability to contribute creatively to internal communications or employee engagement strategies.
- Experience in end-to-end recruitment processes.
- Experience delivering health and wellbeing and employee engagement initiatives.

6. CERTIFICATION

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: _____
(Please print)

SIGNATURE: _____

DATE: _____

WITNESS NAME: _____
(Manager or above) (Please print)

SIGNATURE: _____

DATE: _____