

# POSITION DESCRIPTION

## People Services Officer

Position number	1054	
Directorate	CEO's Office	
Service unit	People and Culture	
Classification	Band 4 (Moorabool Shire Council Enterprise Agreement No 10, 2023)	
Organisational relationships	Reports to	People Services Lead
	Directly supervises	Not applicable
	Internal relationships	All staff
	External relationships	Recruitment candidates; other LGA's, HR networking groups, software providers.
Probation period	6 months (applies to all new employees)	
Approved by (position title)	Executive Manager People and Culture	
Date	July 2025	
Position purpose	The primary responsibility of the People Services Officer is to support the People Services Lead and People and Culture Business Partner with business partnering responsibilities across Council. This includes activities pertaining to recruitment, onboarding, document preparation and management, data uploads, system updates and compliance activities.The role will also support the broader P&C team with operational and administrative duties when capacity exist.	

## Key responsibilities and duties

### Business Partnering Support

- Provide operational and administrative support for business partnering activities including:
  - Recruitment, on-boarding and off-boarding.
  - Attraction and retention activities.
  - Collation of documentation to assist the WorkCover Claim process.
  - Maintaining and updating employee records.
  - Employee maintenance documentation (i.e. Employee Change of Conditions forms).

## People Services Responsibilities

- Administer Council's Working with Children Check (WWCC) compliance process.
- Collate P&C inclusions in the Team Moorabool Newsletter.
- Populate fields in the organisational structure as required.
- Populate data in P&C systems as required.
- Updating and maintain People and Culture pages on the Intranet.
- Prepare purchase orders and requisitions.
- Order and allocate name badges and business cards.
- Maintain the Position Description database.

## General

- Work collaboratively across all areas of P&C and provide support when other P&C staff are on leave.
- Demonstrate a "Yes First" mentality as it applies to working towards the best outcome for all parties.
- Promote Council's Employee Value Proposition (EVP) as a standard.
- Provide input to Policies, Procedures and Frameworks as necessary.
- Other tasks and duties the employee has the skill, knowledge, and physical capability to complete as requested by the People Services Lead.

## Child Safe Standards

Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued, and encouraged to reach their full potential.

Moorabool Shire Council's policies and procedures support the requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs, and the safety of children is promoted, and allegations of child abuse are properly and promptly responded to.

## Disability Access and Inclusion

Council is committed to its Disability Access and Inclusion Plan. We will demonstrate leadership to the local community as we support local employment opportunities for people with a disability and will provide reasonable adjustments within the workplace to support new and existing staff.

## General and Organisational responsibilities

- Comply with Council policies and procedures.
- Promote excellence in customer service and in conjunction with your Manager or people leader, identify, review, and implement strategies to improve service quality and efficiency.
- Participate as directed in training and education to maintain compliance and an up to date knowledge.
- Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During an emergency an employee may be required to complete alternative work.
- Work in ways that promote the health and safety of all employees.
- Immediately report all incidents and/or near misses through Councils Incident Management System (CAMMS).
- Contribute to an organisation that is free of Sexual Harassment.
- Role model a work environment free of discrimination, harassment, bullying, victimisation, or vilification.
- Work in ways that support taking positive action towards achieving gender equality in the workplace and working towards delivering agreed commitments under our Gender Equality Action Plan.

- Contribute to prevention of fraud and corruption by being fair and accountable through enhanced transparency by disclosure of gifts; declaring conflicts of interests; prevention of unauthorised access and disclosure of information and appropriate pre-employment checks of staff.
- Staff who fail to disclose any pre-existing injuries, illnesses or diseases or the making of a false or misleading disclosure, will disentitle compensation under the Workplace Injury Rehabilitation and Compensation Act 2013 (WIRC) for the staff member and their dependents should they suffer any recurrence, aggravation, acceleration, exacerbation or deterioration of the pre-existing injury or disease arising out of or in the course of or due to the nature of employment with Moorabool Shire Council.
- Understand and apply organisational risk management principles to your daily work.
- Other tasks and duties the employee has the skill, knowledge, and physical capability to complete as requested by the supervisor.

**This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.**

## Moorabool capabilities

The Moorabool Capabilities define the core skills and abilities required of all positions at Moorabool to achieve our Council vision and objectives, develop a competent and high performing workforce, and deliver excellent outcomes for our community.

The Moorabool Capabilities are applicable to each employee and their role, recognising that how frequently each capability is used may vary from position to position.

<b>Always</b>	Rely on this capability for effective delivery of position duties and objectives	60% of the time or more
<b>Often</b>	Used often but not as consistently to achieve position duties	30% - 60% of time
<b>Occasionally</b>	Occasional use only, not as regularly for the achievement of position duties	30% or less of the time

<b>Self-Management</b>	Demonstrates personal growth and resilience, supporting a positive emotional climate	<ul style="list-style-type: none"> <li>•Personal impact</li> <li>•Emotional intelligence</li> <li>•Growth &amp; Resilience</li> <li>•Integrity</li> </ul>	<b>Always</b> (all roles)
<b>Communication</b>	Engages others, forming strong relationships, communicating with clarity, vision, purpose and impact	<ul style="list-style-type: none"> <li>•Effective &amp; Audience Specific</li> <li>•Relationship Management</li> <li>•Negotiation</li> <li>•Influence</li> </ul>	<b>Always</b>
<b>Action &amp; Achievement</b>	Drives outcomes with purpose, ambition, accountability, and action	<ul style="list-style-type: none"> <li>•Accountability</li> <li>•Decision making</li> <li>•Planning &amp; Prioritisation</li> <li>•Time Management</li> </ul>	<b>Always</b>
<b>Community &amp; Inclusion</b>	Collaborates across Council, open and accepting of differences, creating community value	<ul style="list-style-type: none"> <li>•Collaboration</li> <li>•Diversity &amp; Inclusion</li> <li>•Customers &amp; Community Engagement</li> </ul>	<b>Occasionally</b>

<b>Innovation &amp; Change</b>	Engaged and supportive of change, with the courage to persevere through uncertainty	<ul style="list-style-type: none"> <li>•Continuous Improvement</li> <li>•Manage ambiguity</li> <li>•Change Management</li> </ul>	<b>Often</b>
<b>Business Performance</b>	Delivers outcomes with commercial and organisational nous	<ul style="list-style-type: none"> <li>•Financial Management</li> <li>•Risk Management</li> <li>•Data &amp; Analytical Literacy</li> <li>•Technology</li> </ul>	<b>Often</b>
<b>Strategic Mindset</b>	Sees ahead to future possibilities and thinks through challenges and obstacles to achieve outcomes	<ul style="list-style-type: none"> <li>•Political Nous</li> <li>•Critical Thinking</li> <li>•Problem Solving</li> <li>•Direction &amp; Purpose</li> </ul>	<b>Occasionally</b>
<b>Leadership</b>	People orientated, embracing individual motivations and talents, developing team outcomes through demonstrated behaviours	<ul style="list-style-type: none"> <li>•Humanistic</li> <li>•Future focused</li> <li>•Coaching &amp; Development</li> <li>•Inspirational</li> </ul>	<b>Often</b>

## Classification definitions

<b>Accountability and extent of authority</b>	<ul style="list-style-type: none"> <li>• Accountable for ensuring the confidentiality of candidate, employee and Council information is maintained.</li> <li>• Accountable for delivering accurate and timely service, advice, support, and information with a focus on customer service and excellence and candidate care.</li> <li>• Freedom to act is subject to policies, regulations, and supervision by the People Services Lead.</li> </ul>
<b>Judgement and decision making</b>	<ul style="list-style-type: none"> <li>• Apply discretion and treat all matters with appropriate sensitivity and confidentiality.</li> <li>• Well defined processes, methods, and systems with guidance always available to exercise judgement and make a choice.</li> <li>• Demonstrate discretion in order to prioritise and successfully complete tasks / address issues.</li> </ul>
<b>Specialist skills and knowledge</b>	<ul style="list-style-type: none"> <li>• Functional understanding of the recruitment life cycle.</li> <li>• System literacy skills, including but not limited to, Microsoft applications and Human Resource systems (i.e. HRIS, LMS etc).</li> <li>• An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the People and Culture team and an appreciation of the goals of the wider organisation.</li> <li>• Ability to identify and develop opportunities for continuous improvement.</li> <li>• Ability to problem solve, and achieve positive outcomes for the People and Culture team and organisation.</li> </ul>

Management skills	<ul style="list-style-type: none"> <li>Ability to manage time, plan, and organise own work and set priorities to meet objective of the People &amp; Culture Service Unit within specified timelines.</li> </ul>
Interpersonal skills	<ul style="list-style-type: none"> <li>Well developed communication skills (oral and written) with the ability to prepare routine correspondence and documents.</li> <li>High level attention to detail.</li> <li>Ability to gain cooperation and assistance from other employees in the administration of well-defined activities.</li> <li>Capacity to work as an effective team member and support others within the team.</li> <li>Ability to determine when and what assistance or guidance may be required in unusual, sensitive or escalating situations.</li> <li>Capacity to adapt to changing circumstances and be flexible in ones approach to meet challenges.</li> <li>Ability to demonstrate emotional intelligence and self awareness encompassing empathy and compassion.</li> </ul>

## Qualifications, skills and experience

### Qualifications

- An undergraduate qualification in Human Resources or Business Administration will be well received; or experience working in an administrative or operational human resources or business environment.

### Skills and experience

- Well developed oral and written communication skills with the ability to prepare documentation and correspondence.
- Functional understanding of the end to end recruitment life cycle.
- Ability to work in a team and build effective working relationships more broadly.
- Effective administrative, organisational and time management skills.
- Well developed understanding of Microsoft Applications and Human Resources systems.

## Licences and registrations

- A current Victorian Drivers License is preferred as work may need to be undertaken in a range of locations across Council.

## Physical and psychological requirements

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights - above 10 kg				✓
Manual handling – above 5 kg below 10 kg				✓
Working with arms above head				✓
Manual handling – lifting above shoulder				✓

Repetitive bending/twisting				✓
Using vibrating / powered hand tools				✓
Close inspection work				✓
Working in dusty / slippery / wet conditions				✓
Wearing safety shoes/boots (steel cap)				✓
Wearing hearing / eye protection				✓
Using chemicals				✓
Repetitive hand washing / cleaning				✓
Working at heights				✓
Working in confined spaces				✓
Working in heat (over 35 C)				✓
Working in cold (under 5 C)				✓
Driving vehicles			✓	
Operating plant				✓
Using a keyboard	✓			
Writing by hand		✓		
Transcribing from hard copy		✓		
Audio transcription			✓	
Handling difficult customers onsite			✓	
Handling difficult customers offsite			✓	
Making decisions that impact on other employees (disciplinary / restructure / investigation)				✓
Other _____				✓

## Employee acceptance

I understand and accept the contents of this position description and acknowledge that I will act in the best interest of Council in carrying out my role and I will comply with the staff code of conduct at all times.

<b>Employee Acceptance:</b> <i>(name and signature)</i>	
<b>Date:</b>	

**PLEASE NOTE:**

*Personal, Health and gender Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.*