

POSITION DESCRIPTION

Position Title:	People and Culture Officer
Award/Agreement:	TOC Industrial Agreement 2024 (and any subsequent agreement)
Classification level:	Level 8
Directly reports to:	Manager People & Culture
Positions under Direct Supervision:	Nil

Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km². The Town has a population of approximately 11,000 people and is located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goals areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable and honest.
- **Quality Communication:** We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

OBJECTIVE OF THIS POSITION

This position provides HR consultation and operational support across the employee lifecycle. The role supports the delivery of human resource services, including recruitment, employee relations, policy administration, and HR compliance, to ensure efficient HR systems and processes.

Objective 1: HR Support and Lifecycle Management

- Coordinate end-to-end recruitment and merit-based selection processes, including drafting job advertisements, candidate communication, panel coordination, and pre-employment checks.
- Provide guidance to hiring managers on recruitment processes, selection methodologies, and employment conditions.
- Contribute to improvements in recruitment and onboarding administration processes.
- Provide advice on HR policies, procedures, enterprise agreements, modern awards, and relevant industrial legislation.
- Support managers with employee relations matters, performance management processes, and workplace grievances.
- Assist with the review and updating of HR policies, procedures, and guidelines.
- Assist managers with job analysis for new positions, position description reviews, and support the evaluation of reclassification requests.
- Prepare and process employment documentation, including contracts, variations, higher duties, probation confirmations, and other employment updates.
- Coordinate and maintain onboarding, induction, and orientation processes for new employees.
- Conduct exit interviews and collate feedback.

Objective 2: HR Operations and Workplace Health and Safety

- Maintain and update employee records, staff establishment spreadsheets, headcount/FTE tracking, organisational structure updates, employment movements, qualifications, and compliance documentation.
- Monitor and support the probation review process to ensure timely completion by managers.
- Coordinate the Town's Annual Training and Development program, including needs identification and course administration.
- Collate and submit statutory HR and compliance reporting, including annual Equal Employment Opportunity (EEO) statistics to the Public Sector Commission.
- Assist with the collection and preparation of HR metrics (turnover, leave balances) to support workforce planning.
- Coordinate the Town's employee health and well-being program.
- Maintain HR records and documentation in accordance with the Town's Record Keeping Plan and legislative requirements.
- Work collaboratively with the People and Safety Officer to support WHS operations and administration as required, including:
 - WHS Committee administration (agendas, minutes, and action tracking).
 - Maintaining WHS Representative, Warden, First Aid Officer, and WHS training registers.
 - Intake and initial documentation of logged incident and hazard reports.
 - Assisting with Workers' Compensation claim tracking and return-to-work administration.
- Undertake additional duties as required, commensurate with the classification level.

Objective 3: Occupational Health & Safety (For all Staff)

- Comply with all workplace procedures for hazard identification, risk assessment and risk control.
- Actively participate in safety activities associated with the management of workplace health and safety.
- Follow policy and procedures as required.
- Take reasonable care to ensure his/her own safety and health at work.
- Avoid adversely affecting the safety of any other person.
- Identification and reporting of health and safety hazards, accidents, incidents, injuries, property damage at the workplace.
- Ensure the correct personal protective equipment is used for the task or activity.

Objective 4: Corporate Responsibility (All Staff)

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.
- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Adhere and follow the Town's Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

Objective 5: Continuous Improvement (All Staff)

- Employ the mind set of continuous improvement to all work tasks.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

SELECTION CRITERIA**Essential**

- Tertiary qualification in Human Resources, Industrial Relations, Business, or a related discipline (or equivalent relevant experience).
- Demonstrated experience in a Human Resources or similar role supporting the employee lifecycle.
- Experience supporting recruitment, employee relations matters, performance management steps, and job analysis.
- Sound understanding of HR practices, employment legislation, Industrial Agreements, Awards, and EEO principles.
- Strong written and verbal communication skills, including experience drafting employment contracts, correspondence, and basic workforce reports.
- Demonstrated ability to maintain staff establishment records, FTE data, and organisational charts with close attention to detail.
- Ability to maintain confidentiality and exercise appropriate discretion in handling employee matters.

Desirable

- Tertiary qualification in Human Resources, Industrial Relations, Business or related discipline.
- Previous local government experience.
- Previous experience using Records Management systems such as Content Manager.
- Knowledge and understanding of WHS processes and administration.

REQUIREMENTS

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver's License and Passport or Birth Certificate).
- Complete a pre-employment medical (Town's GP to confirm fitness to work in position) or completion of a medical questionnaire.
- Complete a Police Clearance (at employee cost).
- Provide evidence of the Right to Work in Australia.
- Sign a change of circumstances employee declaration.

Some positions may be required to undertake other checks and verifications such as Working With Children Check and these will be specifically indicated in the Selection Criteria.

PROBATION

Unless otherwise stated in a Letter of Offer, this position is subject to a 6-month probation period, at which time work performance will be reviewed to determine whether permanent appointment will proceed.

Signatures

Director Approval

Signature

Date

Employee

Signature

Date