



Mansfield Shire

# Position Description

People and Culture  
Officer

High Country, Lakes and Rivers



# People and Culture Officer

Mansfield Shire Council aims to work with our community to continue to build a Shire that is recognised for its balanced social, economic and environmental development that acknowledges the diverse needs and values of our communities.

Position Number	Classification	Date
2.31	Band 6	July 2023
Unit	Enquiries	Status (FTE)
People and Culture	Janique Snyder	1.0

## Position Objectives

The People and Culture Officer is responsible for supporting the Executive Manager People, Communications & Governance in generalist human resources, HR Projects and the day to day operations of the People and Culture department.

## Technical Accountabilities

- ▶ Plan, develop, support to Implement the human resource management processes and procedures that align with the organisational culture together with the Executive Manager People, Communications & Governance.
- ▶ Assist in Implement the overall talent acquisition strategy and recruitment life cycle which includes recruitment, selection, Induction, onboarding, documentation follow-up, development of position descriptions, placing job advertisements, organising of interviews as well other recruitment compliance requirement of the organization.
- ▶ Studying and interpreting the enterprise agreement, legislation, awards, collective agreements and employment contracts, wage payment systems and dispute settlement procedures
- ▶ Support the development, implementation, monitoring and review of Council's integrated suite of human resource policies, procedures, practices and programs ensuring that they meet legislative, best practice and organisational requirements, including a Workforce Plan.
- ▶ Support the Executive Manager with the development and implementation of human resources related projects
- ▶ Report on HR metrics & Workforce Analytics report to the Executive Management Team (EMT).
- ▶ Support Organisational Development Plan including organisation of identified training and ensuring that training records are up to date.
- ▶ Assist and support departmental managers with Performance Review Management.

- ▶ Support and assist the Occupational Health and Safety.
- ▶ Support return to work, the management of disciplinary and grievance issues
- ▶ Coordinate and maintain all maintaining personnel records and associated human resource information systems.
- ▶ Coordinate performance review processes and remuneration reviews system.
- ▶ Coordinate the recruitment life cycle including assisting in the development of position descriptions, conducting job evaluations, developing recruitment plans and long term strategies to meet operational needs.
- ▶ Other ad hoc duties consistent with the position as requested by the Executive Manager.
- ▶ Provide professional advice to internal stakeholders across the range of employment matters; including award interpretation, remuneration and benefits, training and development, employment compliance and other employment related matters.

## Organisational Relationship

### Reports to

Executive Manager People, Communications & Governance

### Supervises / Manages

People & Culture Support Officer

### Internal Liaisons

All other staff

### External Liaisons

General public

Suppliers

Local Government Victoria

## Our Values

Communication

Co-operation

Trust and  
Honesty

Respect

## Specialist Knowledge and Skills

### Knowledge of:

- ▶ Generalist HR experience gained in a similar operating environment.
- ▶ Applicable legislation, human resource policies and procedures and recruitment processes.
- ▶ Enterprise bargaining and relevant employment conditions.
- ▶ Knowledge and experience of remuneration practice and processes.
- ▶ Knowledge and familiarity of principles and practices of budgeting and accounting/financial procedures.
- ▶ Council plan and relevant human resource strategies.

### Skills and Competencies

- ▶ Conflict resolution and negotiation skills.
- ▶ Policy development skills.
- ▶ Records management skills.
- ▶ High level experience using Microsoft Office suite of products and the use of HR information systems.

## Qualifications and Experience

- ▶ Masters and/or Degree qualifications in Human Resource Management or equivalent.
- ▶ 4+ years in a similar role or equivalent experience.
- ▶ Demonstrated ability to partner with all levels of management and staff in relation to Human Resource service provision.
- ▶ A sound track record of delivering positive organisational HR outcomes.
- ▶ Current Victorian drivers licence.

## Key Selection Criteria

- ▶ Demonstrated experience in providing generalist Human Resource advice.
- ▶ Sound knowledge of applicable legislation, human resource policies and procedures and recruitment processes.
- ▶ Well-developed verbal and written communication skills and problem solving skills.
- ▶ High level experience using the MS Suite of products and HR Information systems.
- ▶ Understanding of local government procedures and processes.
- ▶ Demonstrated time management skills, including the ability to prioritise work to meet deadlines.
- ▶ Excellent stakeholder management skills.
- ▶ Demonstrated ability to complete the technical accountabilities.
- ▶ Demonstrated understanding of job evaluation system and the review of position descriptions.

## Position Descriptors – Band 6

### Organisational Accountabilities

- ▶ Ensure that the Mansfield Shire Council Code of Conduct and all policies and procedures are adhered to.
- ▶ Support organisational development and continuous improvement initiatives within the Council.
- ▶ An understanding of the principles of risk management and their application to all Council activity.
- ▶ Provide quality customer service by providing accurate information on Council products and services, communicate with customers in a friendly and courteous manner, effectively manage their enquiries and complaints and deliver timely punctual and reliable service.
- ▶ Commitment to and implement the Council Plan and Annual Business Plan of Council.
- ▶ Work cooperatively and ensure positive communication and relationships with all staff across all Units.
- ▶ Ensure that full and accurate records of activities and decisions are created and captured and observe records management procedures in accordance with Council policy.
- ▶ Ensure Occupational Health & Safety (OH&S) and Human Resource Management procedures and practices are adhered to in line with organisational requirements including contractor risk management and OH&S accountabilities.
- ▶ Providing assistance with Municipal Emergency Services as required.
- ▶ A commitment to the principles that support the safety and wellbeing of all children

### Management Skills

- ▶ Proven ability in project management, managing time, setting priorities, planning and organising one's work.
- ▶ Knowledge of, and ability to implement personnel practices including equal opportunity and health and safety.
- ▶ Demonstrated ability to establish and maintain productive relationships with staff, community, internal and external stakeholders.
- ▶ Ability to apply initiative and innovative thinking to organisational problems.
- ▶ Appropriate skills to achieve the annual business plan and strategic performance objectives set for the position.

### Judgement and Decision Making

- ▶ The majority of work is well defined and the duties carried out independently however the nature of the role draws on specialised methods, procedures and processes developed from theory or precedent
- ▶ Problem solving may involve the application of these techniques to new situations and guidance and advice is usually available.

### Accountability and Extent of Authority

- ▶ Freedom to act is set by clear objectives, policies and budgets and is subject to specific delegations and frequent consultation with the Senior Accountant and Manager Business and Performance.
- ▶ Provides assistance with the development of policy and procedure drawing on investigative and analytical abilities within area of specific expertise.
- ▶ Authorised to approve expenditure on relevant accounts as determined by the Manager Business and Performance.

### Interpersonal Skills

- ▶ Demonstrated ability to engage and build strong relationships with Council, clients, members of the public, other employees, and representatives of other organisations.
- ▶ High level interpersonal and written communication skills together with public relations experience.
- ▶ Capacity to deal with sensitive issues, maintain confidentiality and protect privacy.
- ▶ Ability to persuade, convince and negotiate with clients, authorities, stakeholders and other staff members and plan and manage meetings.
- ▶ Demonstrated commitment to quality customer service.
- ▶ Liaise with counterparts in other organisations to discuss specialist matters and with other employees in other functions within Council to resolve intra-organisational problems.

### Organisational Context

The Mansfield Shire Council organisational structure has been developed with the following departments reporting directly to the CEO:

- ▶ Community and Corporate Services Directorate
- ▶ Infrastructure and Planning Directorate
- ▶ People and Culture Department
- ▶ Communications

This structure has been designed to ensure a clear focus on the delivery of best value services and to utilise the skills and experience of staff in the most effective manner.

### Diversity and Inclusion

- ▶ Mansfield Shire Council is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.
- ▶ We value inclusion and diversity within our workforce and our community, supporting the invisible and visible qualities of all who walk through our doors. As an employee of Mansfield Shire Council, you will respect and show kindness to all regardless of ethnicity, sexuality, identity or any other protected attribute.

# How to apply

- 1 Cover letter**

Prepare a cover letter providing a snapshot of why you are interested in the position and the reasons we should hire you. Include any required information that has been outlined in the job advertisement. Your cover letter should be no longer than one page in length.
- 2 Key selection criteria**

Respond to the list of key selection criteria clearly demonstrating how your qualifications and/or experience would help you to meet the requirements of the role. **Please ensure that you address all key selection criteria contained within the position description.** This document should be kept to a maximum of two pages if possible.
- 3 Resumé**

Provide your up to date resumé containing a summary of your skills, employment history, experience, knowledge and abilities. A good resumé will be tailored to the position you are applying for with emphasis on the skills and experience that directly relate to the role.
- 4 Submit your application by the closing date**

Once you have collated the necessary documents, visit the Mansfield Shire Council's 'Information for Applicants' web page at [mshire.co/applicant-information](https://mshire.co/applicant-information), for information on how to submit your application. All information must be received by Council prior to the advertised closing date.

For more information please contact:

Janique Snyder, Executive Manager People, Communications & Governance on (03) 5775 8503

More detailed information on how to apply is available at  
[mshire.co/applicant-information](https://mshire.co/applicant-information)

*including tips for addressing key selection criteria, writing a cover letter and resumé.*

## OFFICE USE ONLY

Authorised by CEO:



Employee's  
Signature

Date:

8/07/2024

Employee's  
Name

Date: / /



Mansfield Shire