

# POSITION DESCRIPTION

<b>POSITION</b>	<b>POSITION NUMBER</b>
Administration Officer People and Culture	7449b
<b>CLASSIFICATION</b>	<b>ANZSCO CODE</b>
Band 4	531111
<b>DEPARTMENT</b>	<b>DIVISION</b>
Corporate Services	People and Culture
<b>AGREEMENT</b>	<b>LOCATION</b>
Ballarat City Council Enterprise Agreement No. 8, 2019	The Gordon Building

## Position Objectives

- The Administration Officer position is a key role in assisting with carrying out the daily administrative functions of the People and Culture team.
- The position aims to deliver administration services in a timely manner that meets the organisation's requirements with a focus on continuous improvement and customer needs.

## Key Responsibility Areas

### Service Delivery

- Support the efficient functioning of people and culture life cycle activities through effective data administration, data cleansing, reporting across one or more areas including employment conditions, induction, on-boarding etc.
- Provide general administrative assistance to support the delivery of People and Culture programs and projects as requested by members of the People and Culture team.
- Respond to the P&C inbox emails in respect to employee enquiries in a timely and effective manner including escalation of inquiries as required.
- Assist the P&C Team by providing administrative support in respect to projects, improvements and operational requirements. i.e. carry out administrative tasks such as (but not limited to) invoicing, updating templates and ensure processes and work instructions for our everyday activities are refined and documented to support sharing of knowledge within our team.
- Preparation and issuing of any / all documentation for various areas of the department (including but not limited to Recruitment, Workplace relations, Organisational Development etc)
- Contribute to the establishment or completion of reports to monitor, review and support the work delivered by the team to support P&C Team and the business.
- Assist in the maintenance of the People and Culture Intranet and external webpages
- Provide excellent customer service to both internal and external customers
- Provide input into People & Culture planning, co-ordination, and implementation of a variety of activities.
- Administer minimum qualifying period review process including preparation of surveys and templates.
- Assist with the administration of the Performance Development Process collating annual processes and reporting requirements.

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## Recruitment

- Assist and administer all activities associated with the recruitment process including but not limited to:
  - Administer position advertising in Turbo
  - Liaise with hiring managers and candidates to schedule interviews
  - Prepare letters of offer and other contractual documentation
- Administer pre-employment checks including national police checks, working with children and medical appointments.
- Coordinate new starter emails and administer electronic signatures.
- Create new personnel records and maintain up to date record and filing of all personnel related documentation.
- Respond to unsuccessful and unsolicited applications as appropriate.

## General

- Ensure familiarity and compliance with all governance, policies and procedures.
- Adhere to all legislation, program requirements and relevant procedures relating to service provision.
- Maintain a high level of confidentiality and discretion in the handling of a wide range of information and projects.
- Attend team meetings as required.
- Incumbent may be required to work from any of Council's locations within the municipality.

From a Health & Safety perspective the City of Ballarat requires the following:

### *All Employees and Volunteers*

- Report hazards, incidents, injuries and unsafe practices as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Comply with the City of Ballarat safety system, *Elumina*
- Participate constructively in all forums set up to investigate, improve or communicate safety.

<b>REPORTS TO:</b>	<b>DIRECT REPORTS:</b>
People and Culture Business Partner Lead	Nil
<b>ORGANISATIONAL RELATIONSHIPS</b>	
Internal: <ul style="list-style-type: none"> <li>• People and Culture Team</li> <li>• Executive Managers/Supervisors</li> <li>• City of Ballarat Staff</li> </ul>	External: <ul style="list-style-type: none"> <li>• Customers of City of Ballarat</li> <li>• General Public</li> <li>• Government Bodies</li> <li>• Agencies and other organisations</li> </ul>

# POSITION DESCRIPTION

## Accountability and Extent of Authority

- Act as a key liaison point for internal and external customers, using judgement in the provision of requested information
- Provide administrative support, with guidance and supervision from People and Culture team members, producing all relevant documents utilising word processing and data entry skills
- Responsible for the timely and professional provision of customer service
- Accountable for the efficient flow of documentation and accurate information recording and filing
- Maintain/update all relevant databases, policy and procedures documents
- Maintain confidentiality of all relevant documents/activities

## Judgement and Decision Making

- Under direction follow established work task processes and routines
- Utilise judgement to prioritise daily routine functions in order of importance to coordinate with specific allocated tasks
- Utilise corporate systems, processes and standards for the handling of all documentation
- Show initiative in approach to all aspects of the position and seek advice as required
- Display discretion and confidentiality in dealings with members of public

## Specialist Skills and Knowledge

- Well-developed knowledge of Windows based applications and databases to produce a wide range of documents
- Sound typing skills to produce accurate documentation
- Well-developed customer service skills for face to face, telephone and email interactions
- Understanding of the People and Culture function within Council

## Management Skills

- Ability to use initiative to solve problems and prioritise workloads to achieve work targets
- Ability to plan, organise and prioritise routine functions along with specific tasks
- Ability to adapt quickly to change
- Ability to work under supervision and to seek advice and assistance from others when required

## Interpersonal Skills

- Well-developed verbal and written communication skills
- High level customer service skills
- Ability to display sensitivity and discretion when dealing with confidential issues
- Ability to work as a team member including assisting other staff members

## Qualifications and Experience

- Certificate in Human Resources Management or relevant workplace experience
- Demonstrated experience in the operation of a variety of Windows based applications and databases
- Experience in a customer service or administration role
- Knowledge and understanding of health and safety issues relevant to work activities and work area

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## SELECTION CRITERIA

- Qualifications and experience as listed above.
- Demonstrated ability to champion, model and promote the corporate values.
- Demonstrated experience with the operation of a variety of Windows based applications and databases and word processing skills
- Ability to prioritise work and perform a variety of administration tasks
- Demonstrated experience in a customer service or administration role
- Well-developed written, oral and interpersonal communication skills
- Ability to work as part of a team

## ACKNOWLEDGEMENT

*Please sign and date to acknowledge you have read and understood this position description.*

Name:	Signature:	Date:
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*The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.*