

Job Title & Position Number: Human Resources Advisor (Ref: 732)

Level: 7/8

Line Manager: Coordinator Human Resources

Direct Reports: Nil

Location: Civic Centre

Date Reviewed: October 2020

1. Job Purpose

This position is responsible for the development of business partner relationships with internal customers across the organisation, resulting in the provision of timely and accurate end-to-end HR support and generalist advice.

2. Organisational Context

The position of Human Resources Advisor is part of the Organisational Development branch within the Corporate and Commercial Services Department. In total, six (6) branches report to the Corporate and Commercial Services Director. Other branches include, Economic Development, ICT Services, Treasury & Finance, Corporate Compliance & Safety and Geraldton Airport.

3. Key Accountabilities

- Act as the first point of contact for Directors, Managers and staff and manage the resolution of all generalist human resources, organisational development and industrial relations enquiries.
- Establish and maintain effective credible working partnerships and foster collaborative relationships.
- Provide advice and support in the management and resolution of operational human resources issues within the framework of relevant employment agreements and legislation, policies and procedures.
- Assist the Coordinator HR to assist managers to build their leadership capability in the management of their staff and delivery of their programs.
- Oversee the recruitment and selection of general and specialised positions in accordance with best practice and City policies and procedures including assessment

of position descriptions and selection criteria, determining advertising requirements, shortlisting, the development of interview questions and reference checking.

- Support Managers to monitor the integration and performance of new employees through corporate induction and probation to support their early development and contribution to the organisation.
- Assist managers to address performance issues and concerns in compliance with best practice, as well as City policies and procedures and legislation.
- Provide assistance to managers and staff in the delivery of industrial relations matters including: Enterprise Agreement interpretation, the application of key legislation such as Equal Employment Opportunity, anti-discrimination and adverse action, initial facilitation of industrial dispute resolutions, initial facilitation of workplace investigation and misconduct allegations.
- Provide advice and guidance and lead on the resolution and finalisation of conflicts, grievances and disciplinary issues in accordance with policies and procedures.
- Gather and distribute key Human Resource metrics data including exit interview data, diversity statistics, turnover rates and any other metrics as identified by the City's Workforce Plan.
- Contribute to and implement organisational change programs such as mergers and restructures, as well as employee engagement activities including the annual employee survey and corresponding action plans.
- Assist with the development and provision of effective learning and development programs and organisational development initiatives, including undertaking corporate and individual training needs analysis; development and delivery of workshops and training programs; and assist with the development of the annual training calendar.
- Contribute to the development of human resource management and organisational development plans and strategies, operational policies and procedures.
- Maintain strict confidentiality at all times.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

4. Corporate Accountabilities

- **Human Resource Management & Leadership** – Participates in performance management processes; participates in L&D activities including induction, recruitment, and succession planning.
- **OH&S** – Ensure duty of care compliant with OH&S legislation and follow all safety and injury management processes appropriately, including reporting injuries, accidents and near misses.

- **Ethical Behaviour** – Demonstrates a positive commitment and compliance with all EEO legislation covering all forms of workplace discrimination, harassment, victimisation and bullying; compliance with the City’s Code of Conduct and all City policies.
- **Records Management** - Ensures all documents are recorded in accordance with the City’s Record Keeping Plan and policies and procedures. Ensures confidentiality is maintained at all times.
- **Budgets** – Manage the operational budget to ensure that expenses are controlled and monitored accurately. Report on budgetary deviations and develop strategies to enable forward planning as required.
- **Strategic Vision** - Articulates a clear picture of the future direction of the team and describes how current decisions will impact the ability to achieve this. Creates realistic schedules and assesses opportunities and problems to assist in achieving the City’s strategic objectives as required
- **Values** - create a positive working environment while upholding the City’s STARS:

<p>SERVICE</p> <ul style="list-style-type: none"> • <i>We will make customers the focus of everything we do.</i> • <i>Our service will be fair, flexible, innovative and reliable.</i> • <i>We will show genuine concern for customers.</i>
<p>TRUST</p> <ul style="list-style-type: none"> • <i>We will trust the foundation of all relationships.</i> • <i>We will rely and depend on each other.</i> • <i>Our communications will be open and genuine.</i>
<p>ACCOUNTABILITY</p> <ul style="list-style-type: none"> • <i>We will honour our commitments.</i> • <i>We will take responsibility for our own actions.</i> • <i>We won’t blame others.</i>
<p>RESPECT</p> <ul style="list-style-type: none"> • <i>We will treat others like we would like to be treated.</i> • <i>We will listen before we talk.</i> • <i>We will seek and value the contributions of others.</i>
<p>SOLIDARITY</p> <ul style="list-style-type: none"> • <i>We will be united in our decisions.</i> • <i>We will be united in our actions.</i> • <i>Our strengths will come from interdependence.</i>

5. Selection Criteria

All criteria essential unless otherwise stated.

Qualifications & Experience

- Degree in Human Resources Management and relevant experience or lesser qualification with significant experience
- C Class Driver's Licence
- Diploma in Leadership and Management
- Comprehensive experience in providing timely and accurate advice to managers and employees in relation to operational human resources and organisational development service delivery, including the application of the Enterprise Agreement and associated policies

Skills & Knowledge

- Comprehensive demonstrated ability to develop effective working partnerships with senior managers and proven interpersonal, mediation, counselling and consultation skills
- Comprehensive written and oral communication skills with the ability to facilitate and present to a range of stakeholders and develop high quality documentation including plans, statistics, reports, policies and other documents
- Demonstrated ability to interpret Industrial Instruments including Enterprise Agreements, contracts of employment and relevant legislation
- High level of organisational and time management skills with the ability to establish priorities to meet conflicting deadlines with minimal supervision and the ability to manage priorities within a team environment
- Comprehensive skills in the use of MS Suite software including Word, Excel and PowerPoint, Outlook as well as Human Resources Information Systems
- Demonstrated values of service, trust, accountability, respect and solidarity and a commitment to quality and continuous improvement principles