



POSITION DESCRIPTION

Position Title:	People & Culture Officer		
Classification:	Band 5	Status	Full Time, Maximum Term
Group:	Corporate Services	Business Unit:	People and Culture
Reports to:	Senior People & Culture Officer		
Direct Reports:	NIL	Date:	September 2025

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

- As a key member of the HR Services team, the People & Culture Officer is responsible for supporting the organisation with HR administration including recruitment and onboarding, volunteers, employee wellbeing and general Human Resource support.
- The People & Culture Officer is often the first point of contact for new starters and existing employees and is required to deliver timely and accurate advice and support as required.
- The People & Culture Officer is responsible for delivering customer-focused and efficient service to all current and potential employees and volunteers.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Providing end to end HR administration support to the organisation including:
 - Monitor the HR Services inbox on a daily basis and ensure that work is completed within the agreed service level agreement, service standards and in accordance with policies and legislation.
 - Coordinating and managing the on-boarding and off-boarding processes for permanent and temporary employees, contractors, and volunteers.



- The preparation and circulation of letters and documents to support and enhance the employee lifecycle and experience (eg. employment contracts and variation of employment letters, new employee packs, etc)
 - Salary and leave administration (eg. commencement, probation, incremental progression, variations to employment status and perform calculations for employment arrangements such as Senior Officer salaries etc).
 - Respond to internal and external enquiries regarding People & Culture related matters.
 - Coordinate the maintenance of employee Working with Children Checks, police checks and any other employment documentation and verify checks online throughout the employee lifecycle.
- Providing support to leaders to undertake the end-to-end recruitment process including:
 - position description assessments,
 - end to end recruitment administration,
 - interview support and guidance, and
 - delivery of a positive candidate experience, regardless of the outcome.
- Providing administrative support to the People Operations team and the broader People & Culture team, including:
 - Proactively contributing to the development, updating and maintenance of HR correspondence, letters, documentation, policies, forms, templates etc.
 - Working with HR Business Partners to monitor the completion of activities such as probation reviews, annual appraisals and undertaking administration related to cyclical people activities.
 - Devise and administer key initiatives for People & Culture and the organisation including the collation of data for People & Culture reporting, health and wellbeing initiatives, organisational committees.
 - Develop, maintain and support online resources, the relevant intranet pages and the internal knowledge base.
- Support with the development and implementation of employee wellbeing programs and activities that foster positive mental health, physical health including:
 - Management of the administration of the Employee Assistance Program (EAP).
- The People & Culture Officer may also be required to participate in projects that will lead to the improvement of service delivery and enhanced employee experience, including supporting in the implementation of new technology, processes and practices.
- Other duties as required.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Freedom to act set by clear objectives with frequent consultation with supervisor and a regular reporting to ensure adherence to plans.
- Decisions and actions taken are subject to review by the supervisor.
- Act in accordance with position objectives, with regular reporting to ensure adherence to position goals and objectives.
- Make operational decisions within the scope of work allocated.
- Accountability for the quality, accuracy and effectiveness of work produced.
- Freedom to act in accordance with legislative requirements and organisational policies and processes.

JUDGMENT AND DECISION MAKING

- Objectives of the work usually well defined, but method, technology, process or equipment must be selected from a range of available alternatives.
- Guidance and advice is usually available within a time to make a decision.
- May involve problem solving using guidelines, professional/technical knowledge or experience.

SPECIALIST KNOWLEDGE AND SKILLS

- Ability to develop and maintain effective relationships with a diverse range of stakeholders to achieve desired outcomes.
- Ability to research and analyse information and prepare reports for consideration.
- Demonstrate initiative in managing work outcomes, opportunities, and challenges.
- An understanding of the long-term goals of the wider organisation and of its values and aspirations and a understanding legal and political context in which it operates.
- Possess a knowledge of systems and protective factors around keeping children and young people safe including child first and child protection reporting/services including Child Safe Standards.

INTERPERSONAL SKILLS

- Possess excellent communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to work independently yet be an effective member of a multidisciplinary team.
- Ability to gain the cooperation, assistance and trust of other employees with the organisation.
- Provide high-quality support and guidance with a demonstrated ability to work collaboratively.
- Proven ability to build and maintain productive and respectful relationships.
- Proven ability to maintain high levels of confidentiality.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

MANAGEMENT SKILLS

- Ability to ensure accuracy of written and verbal communication in a busy environment.
- Ability to operate in an environment with demanding workloads and time constraints.
- Develop and implement processes and provide support to the organisation when change is required.
- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing, and where appropriate, that of other employees.
- Contribute to a collaborative and innovative values-based culture.
- Foster innovation and make suggestions to improve work practises and processes.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications (degree or diploma) in related field, industry qualification and/or equivalent experience in a comparable environment.
- Communication and interpersonal skills with the ability to clearly articulate and present information as required.
- A current Victorian Drivers Licence.

KEY SELECTION CRITERIA

- Communication, negotiation and interpersonal skills with the ability to clearly articulate and present information as required.
- Able to make sound decisions based on experience and good judgement.
- Knowledge of People and Culture policies, procedures and relevant acts and regulations.
- Ability to deal effectively, diplomatically and confidentially with enquiries and concerns.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure

This is a full time maximum term position.

Pre-employment checks

All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.

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