

HUMAN RESOURCES SUPPORT OFFICER

Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

Our Goals

Thriving Community	Prosperous Economy	Clean And Green City	Places For People
<i>A City where people have the opportunity to connect and flourish</i>	<i>A City with a thriving economy that enriches its local community</i>	<i>A City that values its natural environment</i>	<i>An accessible City where people love to be</i>

Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes.
Our systems, processes and tools are contemporary and reflect leading practice.
Our assets and finances are managed with good stewardship.

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

Our Organisational Values

Make a Difference	Grow & Improve	Better Together
We serve our community well	We improve our work everyday	We collaborate & create to deliver meaningful outcomes
• Deliver public good • Improve the quality of people's lives • Community focussed • Deliver Council's City Plan	• Innovate • Continuously improve • Problem solve • Adapt & change • Engage the community • Shape the future	• Trust, honesty, integrity • Care & support each other • Work as a team • We celebrate success • We are accountable • Open communication

The position is:

Position Title	Human Resources Support Officer		
Department & Section	Corporate Services - People and Culture		
Team	Human Resources		
Reporting to	Human Resources Team Leader		
Positions Reporting to it	Nil		
Classification and Stream	MOA Level 2		
Position Number	1080	Prescribed Position:	No

How does this position contribute to our community?

The Human Resources Support Officer contributes to the community by supporting the Human Resources Team in providing administrative and customer service assistance. This support enables the provision of exceptional customer service for a broad range of people activities across Council.

What does the position do?

- Provides administrative and customer service support for the Human Resources Team.
- Maintains and updates accurate employee records in Councils systems, ensuring compliance with Councils policies and procedures.
- Supports recruitment activities, including the coordinating of interviews, room bookings and communication to applicants using Councils recruitment software.
- Generates letters for employees that support and document people movements across the organisation.
- Provides exceptional communication to all customers and stakeholders.
- Has exceptional attention to detail and accuracy with written communication.
- Maintains confidentiality and discretion regarding all Human Resources matters.
- Assists with the research, development, and promotion of Human Resources related activities.
- Provides, as required, administrative support to other roles within the People and Culture Section.
- Other reasonable duties as required.

What outcomes does the position deliver?

- Supports the Human Resources Team deliver outcomes aligned to the People and Culture Section Plan.
- The provision of professional administrative and customer service to internal and external customers.
- Enables the Human Resources Team to provide a timely response to managing people matters.

The behaviours we expect the position to contribute to our workplace are:

- Effective communication and information sharing
- Customer focused and passionate about delivering for our community
- Alignment to PAE Values and Code of Conduct
- Interpersonal skills that build good work relationships
- Show initiative and be proactive in finding new and improved ways to accomplish work
- Good problem solving and innovative thinking
- Collaboration to support team goals and shared outcomes
- Personal effectiveness through being organised, reliable and self-aware
- Effective time management and ability to balance multiple tasks

POSITION DESCRIPTION



Experience

- Experience with providing administrative and customer service support.
- Use of contemporary digital technology, software, applications, and records management tools.
- Experience working in a Human Resources (or related) role is desirable.

Knowledge

- Good knowledge of office administration processes and customer service principles.
- Knowledge of contemporary HR practices is desirable.

Information Management/Cyber Security

- Appropriate information management practices are implemented.
- Maintain knowledge and application of Council's IT systems relevant to role.
- Maintain a working understanding of and follow Council's cyber security controls.

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Our Safety and Return to Work Commitments

All Staff

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return to Work Act 2014.

Employee Signature: _____

Print Name: _____

Date: _____