

# Position Description

## Human Resources Advisor

<b>Position Title:</b>	Human Resources Advisor	<b>Directorate:</b>	Community & Corporate Services
<b>Position Number:</b>	100060	<b>Department:</b>	People & Culture
<b>Employment Status:</b>	Full-Time	<b>Position Type:</b>	Indoor Employee
<b>Employment Type:</b>	Permanent	<b>Location:</b>	374 Main Road, Glenorchy
<b>Classification Structure:</b>	Grade 5		
<b>Reports to:</b>	Coordinator Human Resources		

### PRIMARY PURPOSE:

The primary purpose of this role is to provide professional, operational human resources advice and support across Council. The Human Resources Advisor works collaboratively with managers and employees to deliver effective HR services with the employee lifecycle, including employee relations, recruitment, policy application, and workforce support. The role contributes to organisational outcomes by ensuring HR practices are consistent, compliant and aligned with Council policies, procedures and the Enterprise Agreement.

### ORGANISATIONAL REPORTING RELATIONSHIPS:

#### 1. Internal:

- The **Human Resources Advisor** reports to the **Coordinator Human Resources** for all operational and management matters.
- The role is a key contributor to the People & Culture Team and will liaise with the Chief Executive Officer, Directors, Managers and all other employees of Council.

#### 2. External:

- The role will liaise with external stakeholders such as members of the public, ratepayers, community members, industry suppliers, service providers, visitors and contractors.

### Accountabilities And Responsibilities

<b>Provide Professional HR Advice and Support</b>	<ul style="list-style-type: none"> <li>▪ Provide accurate and timely HR coaching and advice to leaders and employees on a range of people management matters including engagement, performance, remuneration, recruitment, leave, directives (policy) interpretation and employee conduct</li> <li>▪ Support the management and resolution of employee relations matters including grievances, misconduct and workplace issues, ensuring procedural fairness and confidentiality</li> <li>▪ Assist managers with performance management processes, including documentation, meeting support and guidance</li> <li>▪ Collaborate with leaders to develop and review positions and support recruitment and selection activities.</li> <li>▪ Where required, provide support and guidance to other P&amp;C staff in matters of process, policy and entitlement interpretation</li> <li>▪ Support the Coordinator HR and Manager P&amp;C with any employee related activities.</li> </ul>
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<b>HR Operations and Service Delivery</b>	<ul style="list-style-type: none"> <li>▪ Assist in the development, review and implementation of HR policies, procedures and guidelines</li> <li>▪ Analyse people data and metrics to identify trends and contribute to the development of solutions</li> <li>▪ Support the preparation of correspondence, reports and documentation including letters, briefs and recommendations</li> <li>▪ Contribute to the implementation of P&amp;C projects and interventions designed to support organisational goals.</li> <li>▪ Working collaboratively across the P&amp;C function to ensure consistency of services and united delivery.</li> <li>▪ Coordinate the annual performance planning and review cycle.</li> <li>▪ Conduct information and briefing sessions for employees and leaders in relation to topical issues or initiatives.</li> <li>▪ Ensure timely and accurate processing of all P&amp;C related activities including employment changes, employee movements, and responses to queries.</li> <li>▪ Maintain accurate employee records and documentation in Council systems in accordance with legislative and organisational requirements</li> <li>▪ Provide administrative and operational support across HR functions as required</li> </ul>
<b>Workforce Support and Development</b>	<ul style="list-style-type: none"> <li>▪ Assist in workforce planning activities and initiatives as required</li> <li>▪ Support the Learning and Organisational Development Advisor with identified training and development programs</li> <li>▪ Contribute to organisational development initiatives, including employee engagement and culture activities</li> <li>▪ Promote Council's values and contribute to a positive workplace culture</li> <li>▪ Monitor and actively seek feedback on the effectiveness of P&amp;C services and initiatives, identifying and actioning improvements where necessary.</li> </ul>
<b>Employee Relations and Compliance</b>	<ul style="list-style-type: none"> <li>▪ Provide advice to ensure compliance with relevant legislation, the Enterprise Agreement and Council directives.</li> <li>▪ Support the consistent application of People &amp; Culture Directives and practices across Council</li> <li>▪ Assist with low to moderately complex investigations, under direction from Coordinator Human Resources and Manager People &amp; Culture</li> <li>▪ Escalate complex or high-risk matters appropriately</li> </ul>
<b>Team Work and Collaboration</b>	<ul style="list-style-type: none"> <li>▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability.</li> <li>▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members.</li> <li>▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture.</li> <li>▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community.</li> <li>▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time.</li> <li>▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks.</li> <li>▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication</li> </ul>

	<ul style="list-style-type: none"> <li>Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Represent the Council in a professional and positive manner</li> <li>Ensure that a high standard of customer service is maintained to both internal and external customers.</li> <li>Identify and contribute to opportunities for continuous improvement in service delivery.</li> </ul>
<b>Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard.</li> <li>Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations.</li> <li>Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees.</li> <li>Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery.</li> <li>This role may require reasonable after-hours activities and overtime when required by business needs.</li> </ul>
<b>Governance, Risk and Compliance</b>	<ul style="list-style-type: none"> <li>Undertake all activities in accordance with Council's code of conduct, values, directives, policies, procedures, delegations and legal obligations.</li> <li>Comply with Work Health and Safety (WHS) policies, procedures and safe work practices.</li> <li>Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements.</li> <li>Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements.</li> <li>Proactively identify areas of non-compliance and support the implementation of corrective actions.</li> <li>Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks.</li> <li>Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed.</li> <li>Actively participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements.</li> </ul>

Key Selection Criteria	
<b>Essential Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Certificate IV in Human Resources or related discipline and demonstrated experience (5+ years) in a generalist HR role.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>▪ Bachelor of Business, Human Resource Management</li> <li>▪ Experience in local government or a public sector environment</li> <li>▪ Demonstrated experience interpreting Enterprise Agreements and industrial frameworks</li> <li>▪ Experience using HRIS and records management systems</li> <li>▪ Mercer job evaluation accreditation</li> </ul>
<b>Licences</b>	<ul style="list-style-type: none"> <li>▪ Current registration to work with vulnerable people (RWVP)</li> <li>▪ Drivers Licence (preferred but not essential)</li> </ul>
<b>Skills and Experience</b>	<ul style="list-style-type: none"> <li>▪ Demonstrated experience across the employee lifecycle, including recruitment and onboarding, performance management, grievances, employee relations, and separation processes, with the ability to provide practical and compliant HR support at each stage.</li> <li>▪ Sound knowledge of employment legislation, industrial relations and HR practices</li> <li>▪ Strong communication and interpersonal skills with the ability to build effective working relationships</li> <li>▪ Well-developed organisational skills and the ability to manage competing priorities</li> <li>▪ Ability to maintain confidentiality, exercise sound judgement and provide timely, accurate HR advice.</li> </ul>

## Work Environment

Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.


We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices.
- Supporting fair and equitable access to employment, promotion, training, and personal development.
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people.

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.

# Our Values



**WE RESPECT EACH OTHER**


We respect the skills, knowledge and diversity of our team mates

Everyone is heard and is valued

We care for the well-being and safety of each other

We check in on each other without being prompted

Listening and being listened to matters



**WE ARE TRUSTED**

I've got your back and you've got mine


We do what we say we will

We are empowered

Have honest and open conversations

We are trusting and trustworthy

We learn from our mistakes and share what we learn



**TOGETHER WE ARE BETTER**


Robust and thoughtful decision making together

Solving important problems together

We reach out to others and across teams for help

We collaborate more and handball less

Share our skills and knowledge



**WE DELIVER**

We serve and stand up for our community

We knuckle down and focus on what matters

We are courageous and determined to find a way

We seek opportunities to continually improve outcomes and then we act on them

## Our Culture

This is OUR WAY to achieve results through our people and teams to make Glenorchy a better place every day.

**WE FOSTER AND MODEL A CULTURE WHERE:**

- We **RESPECT** others and their viewpoints as being as important as our own
- We trust and are **TRUSTED** by each other
- We know that by working **TOGETHER** we achieve better outcomes
- We take personal responsibility, and together we **DELIVER** for our community

**ACKNOWLEDGEMENT:**

I have read and agree to abide by the requirements of this position description.

<b>Employee Name:</b>			
<b>Employee Signature:</b>		<b>Date:</b>	