

Position title	People Operations Officer	Position Code	CMPCTHRURCAD
Department	People and Culture	Directorate	City Management
Classification	Band 5	Approved FTE	2.0
Reports to	Coordinator People Operations	Direct reports:	N/A
Location	Town Hall (with hybrid option)	Date Approved:	January 2026

About the role

The People Operations Officer delivers high-quality Tier 1 People & Culture (P&C) services across the employee lifecycle — recruitment coordination, employment contracts, onboarding, employment variations, records, and exits — ensuring accurate, timely and customer-centred support. The role triages and resolves straightforward enquiries at first point of contact, maintains impeccable HRIS data integrity, and escalates Tier 2 or specialist matters to the Coordinator People Operations or P&C Business Partners as appropriate. The role contributes to continuous improvement, compliance, and reporting that supports Council’s People Plan and service delivery goals.

Key Responsibilities

Customer Support (Tier 1)

- Act as first point of contact for P&C enquiries (email, phone, recruitment requests), resolving Tier 1 matters in line with knowledge articles and Standard Operating Processes (SOPs).
- Triage and escalate ER/IR, complex classification, or non-standard issues to the People Operations Lead or P&C Business Partners using the agreed escalation matrix.
- Provide clear, courteous updates to customers and maintain case notes/records in designated systems.

Recruitment & Onboarding Administration

- Coordinate recruitment administration: job requisitions, advertising set-up, applicant communications, interview scheduling, pre-employment checks (e.g., VEVO, Police Check, WWCC where required), referee checks (as applicable), and offer logistics.
- Prepare and issue employment contracts and variation letters using approved templates; ensure approvals and documentation are complete and stored according to Records Management Policy.
- Coordinate onboarding tasks (systems access, induction invites, new-starter packs) to ensure day-one readiness and a positive experience.

Employment Changes & Records

- Process and document employment changes (appointments, extensions, reclassifications prepared by others, secondments, allowances, hours changes, terminations) accurately in the HRIS and document management systems.
- Maintain employee records (digital files) in line with Privacy, Records Management and retention requirements.
- Generate standard letters and artefacts from approved templates; flag template improvements to the Coordinator People Operations.

HRIS, Data Integrity & Payroll Interface

- Enter and validate HRIS data to ensure accuracy and seamless integration with Payroll/Finance; reconcile discrepancies promptly.

Date Approved: January 2026

Position Description

- Follow data quality controls; participate in UAT/testing for upgrades, configuration changes and patch releases as requested.

Reporting, Compliance & Audits

- Prepare data extracts and inputs for monthly dashboards (e.g., headcount, vacancies, time-to-hire, onboarding status), and assist with statutory and internal reporting.
- Support audit activities, ensuring evidence is complete and corrective actions are tracked to closure.
- Apply EA/Awards, policies and procedures correctly; seek guidance for non-standard interpretations.

Continuous Improvement & Knowledge

- Maintain and improve SOPs, knowledge articles, and quick-reference guides; suggest process/system enhancements to reduce cycle times and errors.
- Promote self-service by helping maintain intranet content and simple how-to resources.

Key Selection Criteria

- Qualifications in HR, Business, or related discipline or equivalent experience in a high-volume HR operations/administration environment.
- Demonstrated experience delivering accurate, timely administrative services with strong attention to detail and confidentiality.
- Proficiency with HRIS and Microsoft 365; ability to quickly learn new systems and follow SOPs.
- Clear, professional communication and customer service skills.

Who you will be working with

Internal relationships	<ul style="list-style-type: none"> • People Operations – Systems • Coordinator People Operations • Learning and Development Advisor • Manager People Services • Chief People Officer & P&C staff • Payroll + Finance • All Coordinators • All Managers
External relationships	<ul style="list-style-type: none"> • Auditors • Government Departments • Consultants, General public • Local Government Sector bodies and working groups • Account managers for recruitment platforms

What we are all responsible for

Code of Conduct: work in line with Councils Code of Conduct, values and follow reasonable management directions.

Health, Safety and Wellbeing: We all have a role to play to ensure we have safe workplace for yourself and your colleagues. This includes following the policies and procedures relating Councils Health and Safety, risk management and the legislation this links to.

Diversity, Equity and Inclusion: Council is committed to fostering a workplace that is inclusive, respectful, and welcoming for all. We believe every individual has the right to feel safe, valued, and supported. Equity, diversity, and inclusion are at the heart of our culture and guide how we work together. We celebrate differences and ensure that everyone has equal opportunities to succeed.

Child Safety: Council is committed to fostering a strong child safeguarding culture through the consistent application of our policies and procedures. All employees, volunteers and contractors are required to actively uphold these policies, including our Child Safeguarding Policy and Child Safeguarding Code of Conduct, to prevent, report and respond to child abuse and harm.

Sustainability: Council plays a leading role in acting on the climate emergency and raising awareness to ensure a sustainable, safe and health future for us all. We embed climate change action in everything we do.

Local Government requirements

Accountability and Extent of Authority

- Provision of advice regarding people related matter *tier one* is guided by Council policy and legislative requirements.
- The position is accountable for the provision of a timely, comprehensive and effective advice and services to a range of clients.
- Ensure compliance with relevant legislation, policy and procedures in areas of responsibility.
- Use discretion in the application of all duties having regard to the policies and procedures of the People and Culture department.
- Must maintain absolute confidentiality at all times
- The extent of authority is limited to established Council policy and procedures.

Judgement and Decision Making

- Work is usually well defined but the methods and processes must be selected from a range of available alternatives.
- Proactively assist work areas to solve problems using procedures and guidelines and the application of professional or technical knowledge.
- Guidance and advice will usually be available through the People Operations Lead as required.
- Escalate issues to the People Operations Lead or appropriate P&C Business Partner where more complex issues arise using the tier escalation plan for escalation guidance.

Compliance and Conditions of Employment

Conditions of employment are in accordance with Councils policies procedures and Code of Conduct:

What applies to this role	Reference Checks	Qualification check	ID verification
	Satisfactory Police Check	Employee Working with children check	Valid working rights within Australia