

Position Description

Position Title:	People Development Coordinator
Classification:	Annualised Salary
Business Unit:	Glen Eira Leisure
Reports to:	Business Services Manager
Approved by:	Director Sustainability, Assets and Leisure
Reviewed:	March 2025

1. About the City of Glen Eira

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, Yarra Yarra Golf Club, the Melbourne Holocaust museum and much more.

2. About our Organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

Glen Eira City Council plays a leading role in taking strong action on the climate emergency and raising awareness to ensure a sustainable, safe and healthy future for us all. To help us achieve these outcomes, we all have the responsibility to embed climate change action in everything we do. As well as reducing emissions, we are working together to avoid waste and support Glen Eira's transition to a circular economy. This includes reviewing individual work to identify how we can make a difference in Council and the community to reduce environmental impacts and raise awareness.

Values

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Service Excellence – *Delivering for our community*
- Collaboration – *Working better together*
- Innovation – *Expressing ideas and adding value*
- Respect – *Being understanding and considerate*
- Integrity – *Being open and honest*

2.1 Organisational Structure

Glen Eira City Council's structure comprises four Directorates and two executive management portfolios (People and Culture and Finance) all reporting to the Chief Executive Officer. The four Directorates are:

- Sustainability, Assets and Leisure;

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- Customer and Corporate Affairs;
- Planning and Place;
- Community Wellbeing

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost-effective services that make a difference to our community. In conducting their business, they aim to be client focused and open to innovation and continuous improvement.

3. Position Purpose and Background

- The People Development Coordinator provides strategic direction to, and is responsible for overseeing the recruitment, attraction, development and engagement of all Glen Eira Leisure employees. This is in collaboration with Council's People and Culture department.
- In consultation with Council's People and Culture Team, this role provides leadership and coaching to staff on HR related queries and process, staff performance and wellbeing.

4. Working Relationships

Reports to: Business Services Manager

Position deals with: General Manager Glen Eira Leisure (GEL), Business Operations Manager, all GEL Coordinators and Team Leaders, all GEL staff, Council's People and Culture department, other Council Officers, and the general community.

Externally, the role may include liaison with clients, Lifesaving Victoria, Aquatic Recreation Victoria networks, suppliers and the general community.

Supervises/Reported to by: People Development Officers, People Development Support Officer and Course Trainers.

5. Key Responsibilities

- To coordinate Glen Eira Leisure's (GEL) recruitment and onboarding processes and policies.
- Provide Human Resource advice across GEL teams in line with Council's People and Culture policies.
- Escalate matters that presents broader financial and reputational risk to Council's People and Culture and relevant Business Manager.
- Oversee GEL Return to Work program that provides support and clearance requirements for all work related and non-work related matters in line with business procedure and in consultation with Council's Injury Management Advisors.
- Review Position Descriptions to ensure they align with Council and GEL Enterprise Agreement classification levels and legislation.
- Review and monitor all training delivery in consultation with Coordinators to ensure it meets all relevant standards are in line with industry best practice and relevant legislation.
- To oversee accurate staff records are being maintained.
- Develop and oversee all training and development strategies for GEL.

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- Ensure recruitment and human resources administrative processes are completed, adhering at all times with the Glen Eira City Council and Glen Eira Leisure Enterprise Agreement's, relevant policies, procedures, Awards and legislation.
- In consultation with Council's People and Culture department, provide excellent technical advice surrounding recruitment and operations processes to all internal leaders and staff, including advising on the processes and assisting with the development and review of position descriptions, advertising in the appropriate approved media and conducting equitable and fair selection processes.
- Provide professional and strategic advice, support, coaching and expertise in accordance with People and Culture to all GEL business units.
- Review monthly reports prepared by the People Development Support Officer, on a variety of HR related functions and make recommendations on findings
- Maintain confidentiality of information about clients, staff and all others associated with Council.
- Assist GEL senior leadership team when required on internal and external issues.
- Ensure Council's commitments in relation to a diverse workforce, inclusion and child safety are fulfilled and incorporated into all aspects of our attraction and selection processes.
- Demonstrate professional leadership and the values of the organisation.
- Oversee the staff qualifications and compliance requirements, ensuring training and upskilling opportunities are promoted, including the Corporate Development Calendar for all GEL team members.

5.1 OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to policies and procedures to minimise injury and damage to assets and property.
- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights.
- Actively participate in reporting matters of health, safety and Council asset damage.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions;
- Contribute to the effective protection of Council in accordance with the Council's risk management policy and procedures;
- Act compatibly with human rights and consider human rights when making decisions; and
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

5.2 Accountability and Extent of Authority

The following outlines the Accountability and Extent of Authority required by the People Development Coordinator:

- Providing operational leadership for the People Development team.
- Ensure compliance with relevant legislation, policy and procedures in areas of responsibility. Providing accurate, up to date specialist advice to management, staff and service users.

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- Use discretion in the application of all duties having regard to Council policies and procedures.
- Must maintain absolutely confidentiality at all times.
- The position has the authority and freedom to act within established operational, policy and budgetary guidelines and the provisions of relevant Acts, regulations and codes.
- The incumbent is responsible for keeping the Business Services Manager and GEL General Manager fully briefed on significant issues of strategic and operational importance.

5.3 Judgement and Decision Making Skills

The following outlines the extent of judgement and decision making required by the People Development Coordinator:

- In consultation with the Business Services Manager, the incumbent is required to make decisions relating to the management of services including matters relating to staff, service delivery, policy development and continuous improvement.
- Solve problems in line with procedures and guidelines, through application of experience and professional knowledge and exercising discretion, initiative and creativity.
- Guidance and advice on Human Resource matters will be provided by Council's People and Culture department.
- Solve problems in line with procedures and guidelines, through application of experience and professional knowledge and exercising discretion, initiative and creativity.
- Review and develop relevant policies and procedures and implement quality control measures.

5.4 Management Skills

The following describes managerial skills required by the People Development Coordinator:

- Strong leadership skills and the ability to mentor and develop staff.
- Ability to implement personnel practices including making recommendations as to the recruitment and selection of staff, EEO, OHS and implementing disciplinary procedures in accordance with approved policies.
- Ability to manage available resources to achieve service delivery to clients within budget.
- Ability to plan and prioritise work load to ensure goals and objectives are met.
- Encourage an approach that looks for operational efficiencies and system improvements.
- Conduct performance development plans and appraisals.
- Develop, implement and monitor budgets, resources and operational plans for area of responsibility.
- Lead and assist people at all levels of the organisation with change in the workplace.
- Able to work collaboratively and inclusively with other Council departments.

5.5 Interpersonal Skills

The following describes the interpersonal skills required by the People Development Coordinator:

- Ability to handle sensitive issues of confidential nature with tact, sensitivity and professionalism.

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- Highly developed oral and written communication skills and an ability to convey information to different audiences.
- Ability to gain co-operation from staff and members of the public and to work co-operatively with colleagues and other Council staff.
- Good interpersonal skills and an ability to lead, motivate and develop other employees to achieve a high level of performance.
- Negotiation skills and problem resolution skills, particularly to apply to day to day management of staff and clients.
- Commitment to high standards of honesty and integrity and a willingness to take personal responsibility for performance.
- Highly developed team capabilities with a commitment to working collaboratively and in cooperation with others to achieve shared goals.
- A strong customer focus.
- Exercise tact, confidentiality and discretion when dealing with staff on sensitive issues.

5.6 Specialist Skills and Knowledge

The following describes the specialist knowledge and skills required by the People Development Coordinator:

- Excellent communication skills and client management with the ability to provide guidance, advice and information to staff on a range of issues relating to their employment.
- Demonstrated ability to interpret and understand underlying principles of employment legislation, enterprise agreements/awards, policies and procedures.
- Knowledge of budget processes and techniques with the ability to reforecast end of year results.
- Experience in providing staff motivation, training, mentoring, and supervision.
- The ability to lead by example with excellent oral and written communication skills.
- Strong stakeholder management skills.
- The position requires an understanding of the long-term goals and policies of Glen Eira Leisure and appreciation of the relevance to the wider organisation.

5.7 Qualifications and Experience:

- Tertiary qualifications in Human Resource Management OR less formal qualifications with substantial relevant experience
- Knowledge of Human Resource legislation, processes, and Acts.
- Experience in providing leadership to a team.
- Experience in recruitment, onboarding, training and/or development of employees.
- Demonstrated experience in designing and delivering plans that support recruitment and training gaps.
- Valid CPR Certificate.
- Employee Working with Children Check.
- Experience with WorkCover or Return to Work process is highly regarded.

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6. Performance Review

The People Development Coordinator will be required participate in the Council's Performance Development and Review process. This involves planning and agreeing work and skill development objectives and reviewing and assessing achievements on a regular basis.

The People Development Coordinator may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed as part of the Performance Review process

7. Selection Criteria

- Demonstrated commitment and adherence to organisational values and behaviours.
- Tertiary qualifications in Human Resource Management OR less formal qualifications with substantial relevant experience.
- Sound knowledge of Human Resource Management legislation, processes and Acts.
- Demonstrated experience in designing and delivering plans that support recruitment and training gaps.
- Experience in recruitment, onboarding, training and/or operational Human Resource functions.
- Strong Leadership skills and the ability to motivate and develop staff.
- Proven ability and commitment to identify and implement process improvements.
- Strong customer service and relationship building skills, with the ability to be responsive and to deliver on promises and expectations.

8. Other Information

- Position is subject to the satisfactory completion of Police Records Check and Employee Working with Children Check.
- The position is primarily located across Carnegie Memorial Swimming Pool and Glen Eira Sports and Aquatic Centre, and the incumbent may be required to travel to other Council facilities or offices from time to time. A Victorian Drivers License is therefore highly desirable.
- Glen Eira has embraced a hybrid work model which includes the ability to work from home part-time, subject to team and operational requirements.