

Position Description



Position Title	People Officer
Position No	00071186
Delegation Level	006
Job Designation	HR Officer (HR Central)
Organisational Unit	HR Central
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Team Member - PPR
Base Hours (Fortnight)	76.00
Shiftworker	No
Classification (Range)	AS4 .1 - AS4 .4
Pay Scale Type	ASPT
Reports to Position	Team Leader

QUEENSLAND RAIL VALUES:

1 Queensland Rail - Be One, Proud and Focused
Treat each other with Respect - Be Open, Honest and Supportive
Enjoy what we do - Be Positive, Involved and Enthusiastic
Act Safely - Be Aware, Prepared and Accountable
Make a difference - Be Innovative, Adaptable and Resourceful

Position Purpose

Provide high quality professional advice, coaching and support of workplace matters across the employee lifecycle to deliver consistent, solutions driven, customer focussed, operational and tactical service excellence.

Position Responsibilities

1. Provide professional advice, support, education and coaching to leaders on contemporary Human Resource Management (HRM) practices, ensuring compliance with relevant policies, Enterprise Agreements and legislative requirements with an emphasis on quality and timely customer service excellence.
2. Maintain a strong customer focus by identifying and escalating complex enquiries as appropriate and ensuring prompt responses to customer enquiries and effective resolution of matters.
3. Manage and maintain accurate enquiry records, ensuring the timely and robust capture of data into relevant systems.
4. Apply consistent governance and application of P&C policies, procedures and frameworks and provide interpretation and advice as required.
5. Maintain knowledge of emerging trends and developments relating to HRM, industrial relations and workplace issues, providing consistent advice, solutions and recommendations to leaders.
6. Identify and contribute ideas and suggestions for continuous improvement opportunities and that fosters a culture which values safety, customer service and workplace diversity.
7. Contribute to a performance culture that reflects a high level of customer service, teamwork and collaboration and builds the capability of the team.

Position Description



Additional Factors

The appointee will be required to :-

- Comply with Queensland Rail's Code of Conduct;
- Observe all legal and safety obligations of the organisation;

What is the key selection criteria

1. High level of customer service, interpersonal and communication skills with an ability to influence and drive outcomes.
2. Substantial knowledge of contemporary HRM issues and their practical application within a large and diverse organisation.
3. Sound level of skill in the provision of specialist advice, support and awareness on P&C matters, such as employment law, industrial relations, enterprise agreements and associated legislation.
4. Sound coaching, analytical, negotiation and problem-solving skills.
5. Sound knowledge of and ability to efficiently acquire relevant systems skills.
6. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Mandatory Qualifications (If not already held, I will gain these when in position)

- 40007588 All Aboard
- 40001627 Building Emergency Procedures

Enterprise Qualifications (If not already held, I will gain these when in position)

- 40009601 Code of Conduct Refresher
- 40006537 Rail Safety Awareness

Health, Safety and Environment Responsibilities

Comply with the overarching document called Health, Safety and Environment Responsibilities MD-11-6843 located in the Safety and Environment Management System.

Personal Protective Equipment needs:

Refer to relevant business instructions.

Safety Publications

Refer to relevant business instructions.

Please Note:

Queensland Rail has a random alcohol and other drug testing program.
Testing can occur anywhere, at any time, on any day.