

## People Experience Support Officer

### Position Description

<b>Directorate</b>	Office of the CEO	<b>Department</b>	People & Capability
<b>Reports To</b>	People Experience Manager	<b>Direct Reports</b>	No
<b>Queensland Local Government Industry Award - State 2017 - Stream</b>	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	<b>Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level</b>	Schedule 1, Level 2

#### Position Purpose

This position will provide proactive customer service and administrative support to the People Experience team, delivering accurate and consistent HR administration and advice on day to day matters.

#### Key Responsibilities and Outcomes

As the People Experience Support Officer and member of the People Experience team you will:

- Provide HR administrative assistance to the People Experience team including drafting and processing end to end employment documentation, and providing general administrative assistance as required.
- Monitor and process incoming and outgoing communication, providing advice on routine matters and ensuring all correspondence and requests are managed professionally, timeframes are met, and follow-up actions are executed.
- Provide HRIS administrative assistance, updating and maintaining Council's HRIS system and providing user support as required.
- Contribute to a positive team environment in order to achieve a high performance, continuous improvement and customer focused culture.
- Develop and maintain relationships with customers and stakeholders to increase the effectiveness and profile of the department.
- Maintain confidentiality and exercise diplomacy in deal with issues of a sensitive nature.

#### Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a team member you will take individual accountability for demonstrating the values expectations and behaviours.

**SERVICE**
**TEAMWORK**
**INTEGRITY**
**RESPECT**
**SUSTAINABILITY**

<b>Decision Making</b>	
<i>Budget</i>	N/A
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

<b>Knowledge &amp; Experience</b>
<ul style="list-style-type: none"> <li>• Sound administration, organisation, processing and time management skills.</li> <li>• Sound people and relationship management skills with the ability to work in a positive team environment communicating and engaging effectively at all levels.</li> <li>• Demonstrated ability to use initiative and apply common sense and discretion in carrying out tasks and upholding confidentiality.</li> <li>• Advanced level and understanding of Microsoft Office suite of programs, particularly within Microsoft Word and Excel to draft correspondence and extract and track data.</li> <li>• Ability to develop proficiency with council's software programs.</li> <li>• Experience with database applications, in particular the development of ad hoc queries and reports.</li> </ul>

<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• Certificate qualifications desirable or demonstrated relevant experience (2+ years) in a similar role or a role requiring a similar skill set.</li> </ul>

*Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.*