



### Organisational Development Coordinator

**Position Number:** 500424

**Directorate:** Governance and Corporate Performance

**Department:** People and Culture

**Reports to:** Manager People and Culture

**Classification:** Band 8

**Employment Status:** Temporary Part Time (6 months)

**Location:** **Civic Centre Broadford** – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements.

**Date created/amended:** August 2018

**Employee signature:** \_\_\_\_\_ **Date:**     /     /

## About the Organisation

### Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

### Vision

Together with our Community, create a sustainable future.

### Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



Working Together



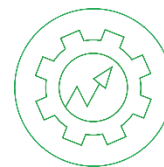
Respect



Customer Service  
Excellence



Accountability



Continuous  
Improvement

### Structure

Mitchell Shire Council is broken into three Directorates being:

- > Governance and Corporate Performance
- > Development and Infrastructure
- > Advocacy and Community Services



## About the Role

### Objectives

- > Review, develop and maintain effective Organisational Development (OD) and Human Resource (HR) strategies, policies and practices to enhance the constructive culture and performance of Mitchell Shire Council, in line with best practice and legislative requirements.
- > Develop and implement effective learning and development and leadership development strategies to build and improve staff capabilities and performance.
- > Implement a four year workforce strategy in line with best practice and legislative requirements.
- > Responsible for working within a team in the effective operational delivery of Human Resources, Payroll and Organisational Development services.
- > The role will be a key driver and leader in ensuring the effective development and implementation of HR/OD systems, policies and processes.
- > Work with leaders and staff to identify, develop and implement solutions across a range of Human Resource and Organisational Development functions.
- > The role is expected to provide leadership, facilitate change and achieve Council objectives while recognising and accommodating the interdependencies across the organisation.

### Key Responsibility Areas

- > The development and delivery of effective OD and HR strategies that support the embedding of the organisational values and desired constructive culture and align with the Council Plan.
- > Implement a four year workforce strategy in line with best practice and legislative requirements.
- > Provide up to date advice and support to leaders across a range of organisational development functions and build the capability of leaders.
- > Ensure continuous improvement in the review of the service delivery model with a focus on implementation and use of e systems.
- > Implement a range of organisational development policies and procedures utilising a contemporary project methodology and ensure relevant policy registers are maintained and policies are reviewed as required.
- > Coordinate the review, development and classification of position descriptions.
- > Oversee the implementing of initiatives designed to the build the workforce, embed values and create a positive workplace culture.
- > Participate in internal committees and working groups as required i.e. Staff Consultative Committee, One Mitchell Committee etc.
- > Ensure reporting that supports delivery of the Council Plan and other reporting requirements.
- > Develop and manage systems to ensure that Leaders conduct performance reviews and training plans in a timely manner to ensure individual training needs are factored into the overall Corporate Training calendar.
- > Manage the development of service delivery indicators and processes to deliver operational in a flexible and responsive manner.
- > Provide consistent employee relations advice to leadership, including interpretation and implementation of Awards, Agreements, Legislation, Regulations.
- > Coordinate and develop a cohesive team with a focus on excellence and service delivery.
- > Role model leadership behaviours in accordance with the Council values including a collaborative approach to participation in the People and Culture leadership team.



### **Other Duties**

- > Responsibilities and duties included in this position description are subject to the multi-skilling and job rotation provisions of the Mitchell Shire Council current Enterprise Agreement and or any supplementary agreements and where applicable the appropriate award.

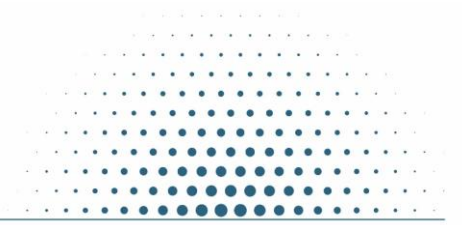
## About You

### **Key Selection Criteria**

1. Tertiary and/or Post Graduate qualifications in organisational development/human resource management or related discipline with proven experience in a similar position, with demonstrated capacity to work productively.
2. Demonstrated experience in managing and leading a team of HR/OD professionals delivering a high level of service.
3. Demonstrated capacity to deliver a four year workforce strategy.
4. Demonstrated experience in implementing and maintaining e systems/IT solutions and effectively managing the change process.
5. Demonstrated ability to develop, implement and continuously improve contemporary OD policies and procedures.
6. Highly developed interpersonal skills, with the proven ability to build effective relationships, influence and communicate with a diverse range of people internally and externally.
7. Willingness to undertake National Police Check and Working with Children Check.

### **Qualifications and Experience**

- > Tertiary and/or Post Graduate qualifications in organisational development/human resource management or related discipline.
- > Proven experience in a similar position, with demonstrated capacity to work productively.
- > Demonstrated experience in managing and leading a team of HR/OD professionals delivering a high level of service.
- > Demonstrated capacity to deliver a four year workforce strategy.
- > Demonstrated experience in implementing and maintaining e systems/IT solutions and effectively managing the change process.
- > Demonstrated ability to develop and implement contemporary HR/OD policies and procedures.
- > Experience in a fast paced, multiple project and operational high volume environment.
- > Demonstrated proactive approach to problem solving with the ability to apply value-add solutions.
- > Highly developed interpersonal skills, with the proven ability to build effective relationships, influence and communicate with a diverse range of people internally and externally.
- > Experience with interpreting relevant legislation, Awards and Enterprise Agreements.
- > Willingness to undertake National Police Check and Working with Children Check.



## Position Requirements

### **Accountability and Extent of Authority**

- > The OD Coordinator will work closely with the Manager People and Culture in the delivery of operational human resources, organisational development and payroll service delivery across the suite of functional areas.
- > The OD Coordinator has authority to provide advice and assistance to management and staff in accordance with Council's Policies and Procedures, Local Government Act and Regulations, Fair Work Act and other relevant industrial legislation.
- > The OD Coordinator will be accountable for the delivery of set objectives and key projects in accordance with this position description and operational and strategic plans.

### **Judgement and Decision Making**

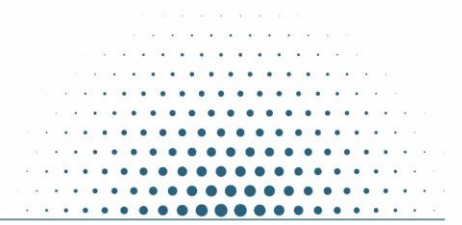
- > The ability to resolve complex problems using professional judgement and prior experience.
- > Exceptional relationship skills with the ability to influence change, particularly in a decentralised environment.
- > Superior skill in building a sophisticated, efficient and credible HR/OD Services team to ensure cohesion and excellent customer service delivery.
- > Exceptional analytical, statistical, quantitative, and deduction skills.

### **Specialist Skills and Knowledge**

- > Demonstrated capacity to deliver a four-year workforce strategy.
- > Experience in effectively building and leading a HR/OD Team.
- > Demonstrates proficiency in project management and change management methodology.
- > A working knowledge of e systems including HRIS, eRecruit, LMS and Payroll systems.
- > Ability to manage multiple assignments simultaneously and have strong organisational skills in a fast paced environment.
- > Excellent ability to provide support, training, build capacity and improve service delivery in human resources, organisational development and payroll teams.
- > Understanding of relevant legislation, Local Government Awards, EBA's etc.
- > Research skills specifically in areas of leading practice HR/OD.
- > Negotiation skills and ability to assess complex issues and identify relevant solutions.
- > Ability to provide consistent advice and support across the organisation.

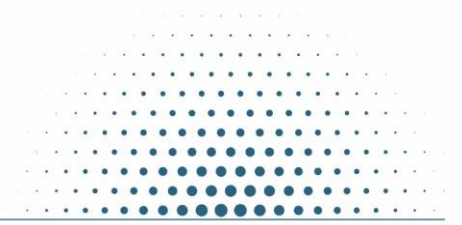
### **Management Skills**

- > Provide effective leadership and foster a high service performance culture within the team.
- > Ensure the team have a thorough understanding of their roles, responsibilities, goals, and the support mechanisms available to achieve them.
- > Have an awareness of and be able to manage behaviours effectively and motivate staff.
- > Ensure each team member has the necessary authority and training to achieve their goals.
- > Instigate work practices that ensure a safe and healthy work environment.
- > Implement team practices that cultivate people's commitment to excellence as the standard for customer service delivery.
- > Implement performance practices that encourage a team approach to problem solving, planning and decision making.



### **Interpersonal Skills**

- > Excellent written and oral communication skills including outstanding attention to detail.
- > Proven experience in the development and implementation of policies and procedures in a decentralised environment.
- > Excellent presentation skills and an ability to engage audiences.
- > Skills to plan, prioritise and manage own time and that of staff to meet deadlines.
- > Excellent interpersonal skills and be able to effectively communicate with a diverse range of staff and other relevant statutory authorities.
- > Capacity to manage changing priorities effectively while remaining calm and controlled.
- > Excellent ability in managing up and participating in a cross functional leadership team in a collaborative manner



## Appendix A - Conditions of Employment and Responsibilities

### **Agreements, Legislations and Awards**

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

- > Mitchell Shire Council Enterprise Agreement No 7 2017-2020
- > Early Education Employees Agreement 2016

Current Awards at Mitchell Shire Council are:

- > Victorian Local Authorities Award 2001
- > Nurses (ANF Victorian Local Government) Award 2015
- > National Training Wage Award 2000

### **Asset Management**

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

### **Charter of Human Rights Compliance**

Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

- > Making decisions and providing advice consistent with human rights
- > Actively implementing, promoting and supporting human rights

### **Child Safe Standards**

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

- > All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
- > There is zero tolerance for all forms of abuse and neglect towards children
- > All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
- > Best practice standards will apply in the recruitment of staff, volunteers and contractors
- > People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
- > A statement of our commitment to child safety requirements is included in induction
- > Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
- > Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates
- > All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies





### Corporate Recordkeeping Responsibilities

Mitchell Shire employees should demonstrate the following;

- > Understanding records management obligations and responsibilities
- > Making and keeping accurate and complete records of business activities and decision making
- > Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
- > Ensuring the quality and accuracy of the data used or entered on Council databases and systems
- > Destruction of Council records are not to occur without authority from the Corporate Information Department.

### Code of Conduct

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

### Corporate Induction

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

### Customer Service

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

- > In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
- > Ensure a high quality customer focused service at all times
- > Contribute to excellence in service delivery and present a positive image for Council
- > As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
- > Provide service in accordance with Council's Customer Service standards

### Drivers Licence

If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled, you must inform your manager immediately.



### Emergency Management

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

### Hours of Work

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where operationally viable) to encourage work life balance. A standard full time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

### Accrued Day Off (ADO) and Rostered Day Off (RDO)

An ADO/RDO is applicable for some positions, with the following arrangement;

#### Monthly ADO

A Monthly ADO is available to full time staff. As a full time indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

#### Fortnightly ADO

A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5 hour days for 9 days per fortnight, with the 10<sup>th</sup> day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

### Motor Vehicle

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

### Policies and Procedures

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

### Pre-Employment Checks

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.





Working with Children Checks are compulsory for some staff and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

### **Qualifications Required for the Role**

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

### **Qualifying Period**

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

### **Recognition of Prior Service**

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

### **Payroll**

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

### **Risk Management and Occupational Health and Safety**

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.



### **Superannuation**

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

### **Types of Employment**

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;

**Casual Employees** will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

**Part Time Employees** can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximum hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

### **Variances to Duties**

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.