



Position Details

Position title:	HR Officer
Award Classification:	Band 6
Department:	People, Culture and Safety
Division:	People and Experience
Date Approved:	May 2026
Approved By:	Chief People Officer

Organisational Relationships:

Reports To:	Head of Workplace Relations and HR
Supervises:	Nil
Internal Stakeholders:	Council Employees, Managers and Executive Team.
External Stakeholders:	Statutory Authorities, suppliers, consultants and contractors.

Position Objectives

The role is responsible for the delivery, coordination and ongoing improvement of HR operational activities, systems and processes within the People, Culture and Safety function. The position provides operational HR advice, exercises independent judgement within established frameworks, and works collaboratively with Senior HR Business Partners and leaders to ensure HR activities are delivered effectively, consistently and in accordance with organisational policies and legislative requirements.

Key Responsibilities and Duties

Partner with key internal stakeholders including executives, senior managers and people managers to provide support on a broad range of HR administration matters including but not limited to;

- Coordinate and manage a range of HR operational activities and processes, ensuring outcomes are delivered accurately, efficiently and within agreed timeframes.
- Provide operational advice and guidance to executives, managers and employees on HR systems, processes and procedural requirements.
- Act as a key point of contact for HR operational enquiries, exercising judgement to resolve matters or escalate issues where required.
- Manage HR administrative systems and workflows, including workforce data, documentation and records, to support compliant and efficient service delivery.

Our values

Working together
Performance

Creative and strategic thinking
Courage and integrity

Personal growth
Accountability, Community First



- Coordinate cyclical HR operational programs and activities, including top of band and increment processes, compliance monitoring and workforce reporting.
- Prepare and review HR documentation relating to employee lifecycle changes and employment arrangements, ensuring accuracy and compliance with policy and legislation.
- Monitor compliance with HR policies, procedures and governance requirements and follow up outstanding actions with stakeholders.
- Analyse HR data and information to support reporting, identify risks and inform operational decision making.
- Identify opportunities to improve HR systems and processes and support the implementation of improvements within established frameworks.
- Contribute to HR projects and initiatives by coordinating activities, providing specialist input and supporting effective delivery of outcomes.

Accountability and Extent of Authority

- The position is responsible for the coordination and management of allocated HR operational activities and resources, with freedom to act governed by established objectives, procedures and reporting requirements.
- Provides advice and recommendations on HR systems, processes and operational practices within area of expertise, in accordance with organisational policies and legislative requirements.
- Has delegated authority to exercise judgement in managing HR operational matters, including determining appropriate responses to issues within established policies, procedures and guidelines.
- Accountable for the quality, accuracy and timeliness of HR systems, processes and outputs within area of responsibility, including ensuring effective use of allocated resources.
- Contributes to the review and continuous improvement of HR systems, processes and practices, providing advice and input to support effective service delivery.
- Operates as a member of the People, Culture and Safety team and is accountable for professional conduct and alignment with organisational values.

Judgement and Decision Making

- Apply sound professional judgement and HR expertise to resolve a range of complex and non routine HR operational matters, including issues where precedent may be limited.
- Analyse information, assess risks and determine appropriate courses of action within established policy, procedural and legislative frameworks.
- Adapt and refine established methods and approaches to address changing circumstances and operational requirements.



- Set priorities and manage competing demands across multiple HR activities and work programs to achieve agreed outcomes within required timeframes.
- Work independently in day to day decision making, seeking advice for matters that fall outside delegated authority or established frameworks.
- Exercise discretion and maintain confidentiality and integrity when handling sensitive HR and workforce matters.

Specialist Skills and Knowledge

- Demonstrated knowledge of HR operations, systems and practices, with the ability to apply professional expertise to deliver effective HR services in a complex organisational environment.
- Sound understanding of HR principles, policies and legislative requirements, and the ability to apply these to resolve operational issues and support compliant decision making.
- High level of proficiency in HR information systems, with the capability to analyse, interpret and maintain workforce data to support reporting and operational outcomes.
- MS Office skills to prepare reports, analyse data and support HR processes and programs.
- Ability to identify risks, issues and opportunities for improvement within HR systems and processes, and to recommend practical solutions within established frameworks.
- Maintain current knowledge of HR practices and system developments relevant to area of responsibility.

Management Skills

- Plan, prioritise and organise work activities and allocate available HR resources to achieve defined objectives within required timeframes and service standards.
- Coordinate and monitor HR operational activities and projects to ensure tasks are delivered efficiently and in line with agreed priorities.
- Apply knowledge of HR policies, procedures and compliance requirements, including EEO and OH&S, to ensure consistent and lawful implementation in day to day operations.
- Provide guidance and support to others involved in HR activities, sharing expertise to assist with the completion of tasks and resolution of issues.
- Adjust work plans, priorities and use of resources in response to changing operational demands and emerging issues.

Interpersonal Skills

- Build and maintain effective, professional working relationships with stakeholders across all levels of the organisation.
- Communicate clearly and confidently, both verbally and in writing, to explain HR processes, provide advice and support informed decision making.



- Work collaboratively with internal stakeholders to resolve issues, manage differing views and achieve agreed outcomes within operational frameworks.
- Influence and gain cooperation from stakeholders to implement HR processes, systems and improvement initiatives.
- Demonstrate professionalism, resilience and discretion when dealing with sensitive matters, competing priorities and time critical issues.

Qualifications and Experience

- Degree or diploma in Human Resources or a related discipline, or an equivalent combination of relevant qualifications and professional experience.
- Demonstrated experience delivering HR operational services and applying HR principles, policies and procedures in a complex organisational environment.
- Proven experience managing and resolving complex or non-routine HR matters within established legislative and policy frameworks.
- High level of experience using HR information systems, and analysing workforce data to support reporting and operational decision making.
- Ability to maintain contemporary knowledge of HR practices, systems and legislative requirements relevant to area of responsibility.

Child-Safe Standards

Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.



Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments. Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (*employee type with City of Port Phillip registered as the organisation*).

Key Selection Criteria

- Demonstrated ability to identify, analyse and implement process improvements that enhance efficiency and streamline workflows.
- Stakeholder engagement skills, with the ability to build effective relationships, collaborate and manage expectations across diverse groups.
- Highly developed written and verbal communication skills, with the ability to produce clear, accurate documentation and tailor messaging to different audiences.
- Strong attention to detail, ensuring accuracy across data, documentation and processes, with the ability to identify and resolve inconsistencies.
- Experience working with HR systems, including maintaining data integrity, generating reports and supporting system improvements.
- Proven ability to work in a fast paced, complex environment, managing competing priorities while maintaining high quality outcomes.

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.