



Blacktown  
City Council

# Position description

## Senior Coordinator Human Resources

### Summary information

Section	People and Culture	Directorate	Corporate Services
Position grade	Band 3 Level 3 Grade 18	Position type	Permanent, full-time
Reports to	Executive Manager People and Culture	Direct reports	Yes
Approval limit	\$50,000	Release limit	Nil
Created/reviewed	August 2019	BCC number(s)	BCC1722

### Our Values

TEAMWORK



CUSTOMER  
FOCUSED



INNOVATION



COMMITMENT  
TO SAFETY



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

## 1 Position purpose

- This role is primarily responsible assisting the Executive Manager People and Culture to:
  - develop the Human Resources (HR) Strategy for Council
  - deliver recruitment services across Council
  - build a constructive culture and employment relations environment across Council
  - develop Council's strategy for the ongoing development of the Enterprise Agreement and lead negotiations
  - resolve industrial disputes and matters as they arise
  - provide coaching and support to the General Manager, Directors, Senior Managers and People and Culture team on HR matters
  - deliver information sessions to the broader business on employee and human resources matters, including policy and procedures
  - develop organisational policy and procedures
  - implement and oversee the Drug and Alcohol Program
  - lead the Human Resources team and delivery of all HR related services.
- Act in accordance with the *New South Wales Work Health Safety Act 2011*, *Work Health Safety Regulation 2017* and the Work Health and Safety Management (WHS) System.

## 2 Qualifications and experience

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### Essential

- Relevant university degree in Human Resources, Employment Relations, Law, Organisational Development, Organisational Psychology, Business or equivalent
- In-depth practical experience in all relevant areas
- Track record of driving a positive change, and initiatives that have strengthened human resources outcomes
- Influential leadership skills and experience in growing and developing a team
- Demonstrated experience in:
  - building effective recruitment, employment relations, human resources and learning strategies and programs in line with business priorities and goals
  - development and delivery of human resources policies, procedures and related communications and programs
  - change management
  - the implementation or application of a salary system and evaluation process
  - the development and implementation of performance frameworks and processes.
- Current class C driver's licence.

### Desirable

- Accreditation or experience in coaching and/or training and staff development
- Accreditation in change management
- Experience with multi-unit organisations
- Demonstrated project management and facilitation skills.

## 3 Authority

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The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

## 4 Key accountabilities

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### Position specific

#### Leadership and organisation

- Lead, coach and mentor the HR team, within the People and Culture section
- Provide coaching on HR matters to employees within the People and Culture section and across council as required
- Develop, maintain and be a role model for a culture among staff that is open to change and supports continuous quality improvement, collaboration, respect and accountability
- Maintain an awareness of strategic and operational demands and priorities, engaging with staff across all levels of the organisation and providing efficient and effective responses

- Manage competing priorities, deadlines and inputs from multiple team members and stakeholders to deliver quality HR guidance with a view to influencing positive outcomes.

### **Culture**

- Work across all levels of the organisation, providing an informed, professional and efficient service on all aspects of HR management and strategy, as determined by the Executive Manager People and Culture
- Lead human resources business partnering with senior staff to identify HR priorities and recommend appropriate people management solutions.

### **Recruitment**

- Lead the improvement and delivery of the Blacktown City Council recruitment function
- Lead the development and delivery of goals, programs and resources for hiring managers to support effective recruitment delivery
- Lead the development of programs to support outcomes which meet diversity goals as set by Council.

### **Human resources and employee relations**

- Assist with developing corporate human resources and employee relations strategies and programs which improve workplace culture, deliver efficiencies and drive productivity
- Advise management on the implications of industrial action if taken
- Assist in the development and negotiation of Council's Enterprise Agreement
- Lead dispute resolution and oversee the management of grievance and/or investigations across the organisation
- Represent Council at industrial tribunals when required
- Oversee the management of workplace change impacts, for varying factors, including organisational structure and employment arrangements for staff
- Development and review of staffing policies and procedures on a regular basis to ensure compliance with the latest developments in employee relations within industry and legislative frameworks
- Coordinate and administer various sub-committees
- Provide reports and correspondence accurately and in a timely manner
- Assist, develop and deliver appropriate training to designated staff on their corporate human resources and employee relations responsibilities
- Be responsible for leading and/or participating in project teams as required
- Prepare the team's budget on an annual basis in conjunction with the Executive Manager People and Culture and monitor budget expenditure on a monthly basis and inform the Manager of any trends or concerns
- Lead the delivery of support for the Staff Consultative Committee
- Take an active part in Staff Consultative Committee meetings by providing guidance, assistance and leadership on issues impacting on workplace relations
- Lead and motivate employees to ensure section key targets are delivered
- Contribute to the continuous improvement of human resource systems, processes and practices.

### **Policy, procedure and frameworks**

- Develop, implement and maintain policies and practices that reflect contemporary, evidence-based approaches and meet legislative requirements

- Deliver policies to all employees as relevant, ensuring full communication, receipt and understanding are achieved.

### **Remuneration and salary**

- Lead the HR Business Partners in the management of the remuneration structure and salary reviews, providing recommendations to the Executive Manager People and Culture as required.

### **Performance**

- Partner with the People and Culture section and the business to deliver effective performance planning resources and programs
- Support the People and Culture section in the management of succession, retention, talent, career development and training delivery as required.

### **Culture and engagement**

- Partner with the People and Culture section, the Better Practice Review team and Business Technology section (and other sections and teams as required) to support the business to deliver key organisational culture, engagement and change initiatives and strategies
- Manage the human element of organisational change initiatives and programs whilst balancing several layers of change with potentially conflicting views.
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
  - familiarise yourself with our Volunteers policy and standard
  - implement the policy and follow this Managing Volunteers standard in a consistent and fair manner
  - undertake training needed to effectively coordinate volunteers
  - allocate sufficient time to volunteer coordination.

### **Work health and safety (WHS)**

- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Adequately familiarise themselves with their WHS responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* (HVNL) and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your Manager immediately
- WHS001 - Matrix is attached.

### **Corporate**

- To commit to and embrace the objectives of Our Blacktown City 2036. Contributing within Council's staffing structure and program of works to deliver our corporate objectives and strategic vision.

### Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

### Environmental sustainability

- Act in accordance with the *Protection of the Environment Operations Act 1997*, the *New South Wales Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

## 5 Duties

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- Provide support to the Executive Manager People and Culture in all HR matters and assume responsibility for specific projects as directed
- Develop a clear vision and goals for the team and Council that provides for a succinct program of work that focuses on the creation of synergies amongst resources and provides best value outcomes for Council
- Develop and implement a succinct business plan and project based program of work in order to meet goals set by the Executive Manager People and Culture and Council
- Develop a clear strategic and operational plan for the HR team
- Develop, review and maintain systems, policies and operating procedures related to HR
- Advise of best practice models and methods for enhancing HR outcomes
- Participate and/or encourage participation in networks, initiatives and learning platforms to strengthen Blacktown City Council's HR capability
- Be prepared and to lead the development of adhoc policy requirements, program, reporting or requests to meet business needs
- Perform other duties as directed as within the limits of skills, competence and training
- Manage external consultants and stakeholders
- Volunteer management duties if applicable
- Other duties as directed consistent with the operations of Council.

## 6 Performance criteria

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As per Council's performance management system.

### Acknowledgement and agreement

Employee	Name	_____	
	Signature	_____	Date _____
Supervisor	Name	_____	
	Signature	_____	Date _____