

## POSITION DESCRIPTION

POSITION TITLE	People & Culture Officer
DIRECTORATE/SECTION	Office of the CEO - People & Culture
LEVEL	5/6 - Salaried
RESPONSIBLE TO	Coordinator People & Culture

### OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

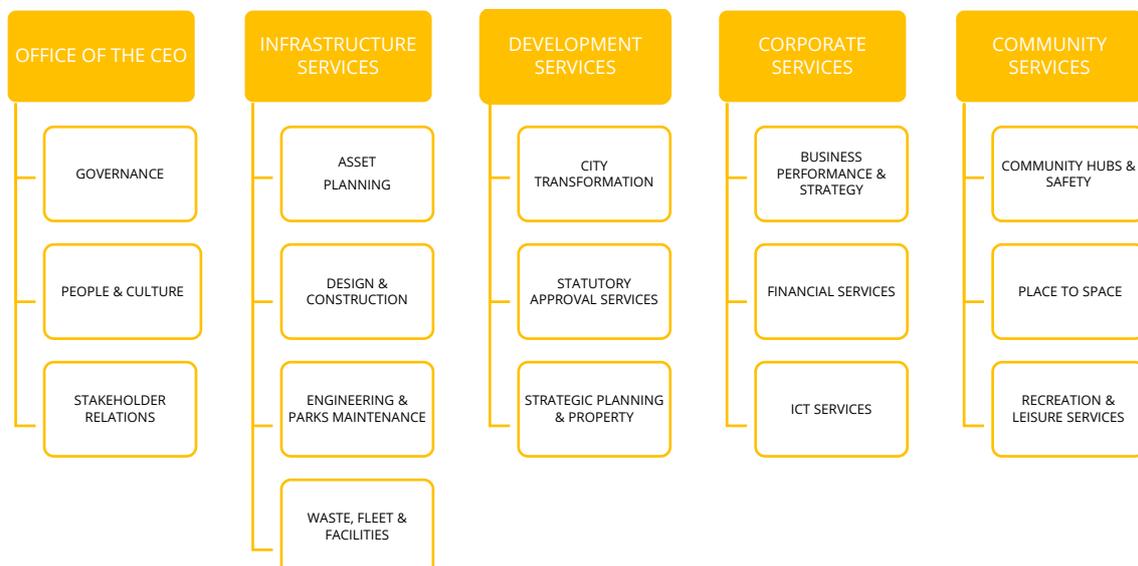
### OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

### OUR VALUES

- RESPECT** We treat everyone with dignity, fairness, and kindness—valuing diverse perspectives, listening with empathy, and fostering an inclusive environment where all voices are heard and appreciated.
- INTEGRITY** We act with honesty, transparency, and accountability—upholding ethical standards, taking responsibility for our actions, and consistently doing what is right, even when no one is watching.
- CARE** We build trust through empathy, honest feedback, and mutual support—creating a safe, respectful environment where people thrive and grow. We care enough to be candid, knowing that truth shared with compassion strengthens us all.
- HONESTY** We communicate truthfully and openly—building trust through transparency, owning our actions, and fostering a culture where integrity and authenticity guide every interaction.

### ORGANISATIONAL STRUCTURE & FUNCTIONS



## THE OVERALL OBJECTIVE OF THIS POSITION

Provide high quality operational People & Culture support aligned with the City's strategic objectives and organisational priorities.

The People & Culture Officer delivers end to end recruitment services, employee lifecycle administration, HR systems support and first line advisory assistance. The role works collaboratively with leaders and employees to ensure people processes are consistent, compliant, efficient and people focused. This position contributes to organisational capability by supporting workforce initiatives, maintaining accurate records and strengthening employee experience across the organisation.

## KEY RESULT AREAS

### HUMAN RESOURCES OPERATIONS

- Provide day to day operational support across the People & Culture function
- Provide first line advice on low level industrial and HR matters, escalating where appropriate
- Maintain and administer HR systems, databases and employee records Receive and deal with issues and problems of a sensitive or legal nature and when appropriate, refer to People & Culture Adviser.
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- Assist in drafting correspondence, documentation and employment related communications
- Draft, review and update position descriptions, including supporting reclassification processes
- Undertake other relevant duties as directed by the Supervisor and Manager.
- Maintain compliance registers including Working With Children Checks, licence checks and related records
- Contribute to People & Culture projects and organisational improvement initiatives
- Support Work Health and Safety coordination activities where required.
- Support policy review and procedural updates
- Manage the P&C inbox and respond to general employment enquiries

### RECRUITMENT AND ONBOARDING

- Deliver end to end recruitment services in line with organisational policy and legislative requirements
- Provide guidance to hiring managers throughout the recruitment process.
- Prepare advertising, coordinate shortlisting and facilitate interview processes
- Participate on selection panels as the People & Culture representative
- Conduct reference checks and manage pre employment compliance requirements
- Coordinate onboarding and induction to ensure a consistent and positive employee experience.
- Maintain databases, recruitment processes and procedures for volunteers.
- Promote advancement of the City and its reputation as an organisation committed to excellence as an employer.
- Sending out end of week Job Alert emails, maintaining job email inbox and coordinating work experience requests.
- Being the point of call for the public when it comes to general job enquiries.

- Maintain and update as required, induction booklets and commencement packs for City employees and volunteers.

### **LEARNING AND DEVELOPMENT**

- Manage the internal GROW training program.
- Manage the online training system (Litmos).
- Maintain and update training records for databases and personnel files.
- Process training applications including conference bookings and memberships.

### **CUSTOMER EXPERIENCE AND SERVICE**

- Provide professional, responsive and solution focused customer service to leaders and employees
- Build effective working relationships across all levels of the organisation  
Contribute positively to a culture of accountability, collaboration and professionalism

### **ADMINISTRATION**

Proactively maintain and further foster all administrative tasks, including but not limited to induction packs, databases, employee personnel files, learning and developments are current and up to date and attended to in a timely and professional manner.

### **WORKPLACE HEALTH AND SAFETY**

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

### **WORKPLACE COMPETENCY**

Uphold the City's values of Respect, Integrity, Care and Honesty, and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

### **TRAINING/QUALIFICATION(S)**

- Possession of, or progress towards a relevant qualification and/or equivalent relevant experience in administration, customer service or Human Resources services.

## ESSENTIAL KNOWLEDGE/SKILLS CRITERIA

- Relevant 3-5 years' experience in human resources deliverables such as recruitment, inductions and administration work.
- Ability to maintain and foster positive communication throughout the organisation, and with external customers.
- Well-developed interpersonal skills.
- Delivery of consistently high standards of customer service at all times.
- Sound problem-solving and research skills.
- Developed ability to deal with people with due confidentiality, tact and discretion.
- Accurate presentation of advice, instruction/guidance and research findings, both verbally and written, via all standard forms of business communication.
- Knowledge of human resources principles and practices.
- Demonstrated administration experience, including administering programs, compiling reports, filing, agendas and business correspondence.
- Time management skills, including the ability to manage concurrent projects.
- Well-developed skills in the use of information technology, including the Microsoft Office suite.
- Ability to adapt to the use of new systems and frameworks.
- Experience of working in a multi-functional administrative function
- Previous experience in using and maintaining a Human Resources Information System.
- Ability to provide low level human resources advice across all levels within the organisation.
- Demonstrated ability to plan, organise, set priorities and manage time, so that the business unit resources are optimized and outcomes achieved within agreed timeframes.

## SELECTION CRITERIA

1. Possession of, or progress towards a relevant qualification and/or equivalent relevant experience in recruitment or human resources services.
2. Relevant experience in human resources deliverables such as recruitment, inductions and administration work.
3. Experience of working in a multi-functional administrative environment requiring strict deadlines.
4. Previous experience in using and maintaining a Human Resources Information System.
5. Sound problem-solving and research skills.

## **DRIVERS LICENCE**

Possession of a current 'C-A' (Automatic) or 'C-B' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

## **AGILITY**

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

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REVIEWED BY: Manager People Services  
DATE PD REVIEWED/APPROVED: 6 December 2024

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