

Position Description

People and Culture Assistant



Title: People and Culture Assistant

Level: ToC L7 (\$79,008.99 - \$79,603.05)

Department: People and Culture, Office of the Chief Executive Officer

1. Position Objectives

The People and Culture team holds an important strategic partnership with the Town of Cottesloe. It enables the people of the Town of Cottesloe to deliver and achieve the Vision and Priorities of the Council. Through effective people management, the lived values-driven culture and empowered employees, the Town of Cottesloe aspires to be a great place to work and by the beautiful Cottesloe Beach.

The People and Culture Assistant provides critical administrative and operational support to the Manager People and Culture; ensuring customer centric service delivery across the end to end employee experience and providing the right support to Managers so they are able to confidently and capably manage their people.

2. Key Duties and Responsibilities

2.1 Role Specific

- Provide excellent service delivery in handling customer enquiries.
- Provide efficient and effective administrative support services for the “end to end” employee experience and the service delivery of People and Culture operations.
- Produce professional templates and tools to assist Managers with their effective management of their people.
- Ensure privacy, confidentiality and security of employee records and information.
- Ensure discretion in supporting the Manager, People and Culture in the handling of confidential employment matters, like grievances, alleged misconduct, complaints, sexual harassment etc.
- Support the development of such documents as reports, data, memos, briefing notes and presentations, to assist delivery of the priorities of Manager, People and Culture.
- Provide administrative support to Manager, People and Culture to enable the efficient and effective service delivery for People and Culture.
- Updates organisational charts and position description forms
- Assists with research
- Builds effective working relationships across the organization
- Other duties as required.

2.2 Communication and Customer Service

- Provide excellent customer service in all face to face, telephone, email and other communications that arise.

2.3 Administration

- Comply with the Town's Code of Conduct, policies, procedures, the WA Local Government Act 1995 and other relevant legislation.

2.4 Accountability

2.5 Work Health and Safety

- Demonstrate personal responsibility towards proactively ensuring both a physically and psychologically safe work environment for all.
- Commitment to and application of Town Policies relating to: Equal Employment Opportunity; Discrimination, Harassment and Bullying; Workplace Health and Safety.
- Timely and accurate reporting unsafe work conditions and/or incidents.

3. Key Outcomes

- Excellent Customer Service Delivery in the end to end employee experience offering of People and Culture.
- Effective working relationships with all key stakeholders.
- Demonstrated alignment to the Values of the Town.

4. Organisational Relationships

Reports to:

Manager, People and Culture

5. Selection Criteria

5.1 Essential

- Demonstrated understanding and experience providing administrative support in a busy, dynamic Human Resources team.
- High level of accuracy, organizational skills and attention to detail.
- Sound interpersonal skills and an ability to build effective professional working relationships with all types of people.
- Demonstrated ability to balance priorities and deliver on time and with discretion.
- Good written and verbal communication skills.
- Demonstrated initiative and commitment to learning.

5.2 Desirable

- Qualification in Human Resource Management or equivalent knowledge and experience.

5.3 Appointment Criteria

- Evidence of Australian working rights,
- National Police Clearance (within last six months),
- Successful completion of a pre-employment medical.

6. Employment Conditions

- *Town of Cottesloe Enterprise Agreement 2024;*

- All applicable Industrial Relations legislation (WA)
- Town of Cottesloe’s Policies, Procedures and Code of Conduct

Signed: _____ Date: _____
Employee

Signed: _____ Date: _____
Manager, People and Culture

Signed: _____ Date: _____
Chief Executive Officer