Human Resources Support Officer

CLASSIFICATION: Band 4

OCCUPANT: Vacant

DATE: November 2026

POSITION CONTEXT & OBJECTIVE(S):

To provide an efficient and accurate administrative service to the Organisation Development Branches including: Human Resources, Learning & Development, Risk, and Occupational Health & Safety.

KEY RESPONSIBILITIES AND DUTIES:

1. To assist with arrangement and setup of appointments, meetings, interviews and training sessions as required.
2. Assis with the delivery and evaluation of staff learning and development programs and the implementation of an annual corporate training plan.
3. Administrate Council's on-line Learning Management System (LMS) and ensuring systematic capture of corporate training records and data.
4. Assist with the administration, development and facilitation of relevant "in-house" training sessions / programs.
5. Support the use of Electronic Records Management and other request systems used by the HR Unit.
6. To attend to general telephone and counter enquiries on behalf of unit staff as required.
7. Undertake and maintain scanning of appropriate documents and electronic filing.
8. Assist with general office duties across the Organisation Development Branch
9. Data entry of personnel / training information and maintenance.
10. Data entry of OHS information received as
11. Maintenance of branch data bases as required and in conjunction with supervisor.
12. Contribute to the maintenance of effective channels of communication within the units and with other departments.
13. Attend designated committee and team meetings to capture accurate, concise, and objective minutes of discussions, key decisions, and motions.
14. To perform any other duties within the scope of the position as directed.

Council is committed to creating and maintaining a child safe and child friendly, where all children are valued and protected from abuse. Child safety and wellbeing are a community responsibility and are everyone's business. The safety of children in our care is Council's first priority and we have zero tolerance for child abuse or harm.

KEY SELECTION CRITERIA:

Applicants should address the following in their applications:

1. Ability to operate a personal computer, utilising word processing, spread sheeting and data base software together with proficient keyboard skills.
2. Ability to exercise discretion at all times and, in particular, when dealing with confidential issues.
3. Skills in managing time and organising own work.
4. Good level of written and verbal communication skills.
5. Demonstrated work experience in Human Resources or a related field.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):
☑ YES

The incumbent must have and maintain a Working with Children Check:
☑ NO

Human Resources Support Officer

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Human Resources Advisor
Supervises:	N/A
Internal Contacts:	All Council Staff
External Contacts:	General public as required

RELEVANT LEGISLATION:

- Fair Work Act 2009
- National Employment Standards
- Occupational Health & Safety Act 2004
- Superannuation Act 1976
- Victoria Long Service Leave Act 2018
- Victoria Workplace Injury Rehabilitation and Compensation Act 2013
- Gender Equality Act 2020

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Free to act within clear policies and procedures but advice and guidance is always available.
- Ensure accuracy, quality and timely administrative support is provided to officers.
- Accountable for all confidential Human Resources/Council related documentation and matters.

JUDGEMENT AND DECISION MAKING:

- Judgement and decisions are made within the framework of a comprehensive understanding of Council's and OD policies and objectives.
- The work requires a clear understanding of methods, procedures and equipment used.
- Decisions of a non-routine or politically sensitive nature must be referred to the appropriate Officer, with guidance and advice always being available within the time necessary to make decisions.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Understanding of the underlying principle of the position duties, in addition to the practical aspects.
- Ability to use modern office equipment including computers, photocopiers/ printers and other related equipment.
- Ability to operate a personal computer, utilising word processing, spread sheeting and data base software together with proficient keyboard skills.
- Ability to create, revise, edit and produce documents with particular regard to accuracy, quality and given instructions.
- Ability to exercise discretion at all times and, in particular, when dealing with confidential issues.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Ability to plan and schedule responsibilities to efficiently and effectively manage time and work.
- Assisting other employees and management on providing advice on procedures or administrative processes.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Good level of written and verbal communication skills.
- Experience in effective customer relations / interpersonal skills.
- Sensitivity to confidential issues.
- Adaptability and flexibility.
- Ability to work in a team situation.
- Ability to work under instruction and take guidance.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Certificate III in Business or equivalent
- Demonstrated high proficiency in computer skills with experience in word processing, spreadsheet and data base software packages.
- Good written and verbal communication skills and sensitivity in dealing with others.
- Current Drivers license

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	