

WHITEHORSE CITY COUNCIL

Position description

Job title: Coordinator People and Culture Support Centre Advertised as - Lead People and Culture Shared Services	
Classification: Band 8	Effective Date: July 2023
Reports to: Manager People & Culture	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The position provides strategic leadership expertise in employee experience in support of a People and Culture Service Plan that considers and addresses every interaction that happens along the employee life cycle putting human experiences over process.

The role leads the P&C Support Centre in delivering services and practices across the employee life cycle to ensure efficient delivery, quality service and continuous improvement. This role includes effective management and oversight of Council's Payroll function to ensure timely and accurate pays and processing of entitlements.

The role drives the development and iteration of fit for purpose, future focussed P&C and payroll processes and system as enablers. The role also leads on people related metrics and reporting to provide informed analysis and insight of key people issues.

Key Responsibilities

Position Specific Responsibilities

Quality and efficient people service driven by user experience

Develop and lead the co-ordination of P&C Support Centre services and practices that ensure efficient delivery, quality service and continuous improvement.

Design, develop and oversee maintenance of a People and Culture Hub of intranet resources that are fit for purpose, accurate and aligned to processes and systems to enable self-service for leaders and employees.

Deliver services across onboarding/ offboarding/cross-boarding/ performance/ L&D and other key points in the people life cycle (e.g. parental leave).

Oversee implementation of established cyclical P&C activities such as compliance training, annual performance and development planning and reward and recognition.

Actively enable Council's talent acquisition policy and practice including: proactive sourcing of quality and diverse talent; and best practice, innovative approaches to candidate assessment, while guiding hiring managers and candidates through the Council recruitment experience to secure the right people for the right jobs.

Design and implement innovations and improvements to key experiences in the people lifecycle, including the creation of leading user experiences.

Payroll service delivery

Lead payroll service delivery for accurate payroll processing within agreed timelines

Oversee and co-ordinate production of ad-hoc payroll for employee's terminations, redundancy, annual leave and prepare ETP and separation documentation

Manage Council's requirements under Vision Super and other choice of fund superannuation schemes, including legislative requirements

Administer accurate processing of salary packages and salary sacrifice arrangements for Council employees.

Ensure compliance with taxation obligations.

Conduct comprehensive audit and reconciliation procedures in a timely and accurate manner.

Fit for purpose, future focussed processes and system

Play a key role in developing and implementing HR and payroll processes and systems that enable Council to be a great place to work and equip and enable our people to put the community at the heart of everything we do.

Lead engagement and take up in HR and payroll policies, procedures and systems to ensure they are embedded in day to day practice.

Utilise data to highlight insights and opportunities to inform policy reform and tighter controls around practice.

Lead HRIS system improvements and upgrades and manage subsequent change management processes across the organisation.

People metrics and reporting

Ensure maintenance and compliance of accurate and timely employee data and records.

Ensure Internal and external organisational reporting (i.e. ELT P&C KPI reporting, Compliance reporting, Annual Leave management reporting, Audit and Risk Committee, Local Government Performance Reporting Framework, Workforce Gender Quality Agency etc.).

Drive the analysis and performance reporting of Support Centre services delivered to the organisation and subsequently facilitate improvement of quality and efficiency.

Use people related metrics and insight to provide ELT and Strategic People Partners: informed analysis of key people risks advising appropriate mitigation strategies in accordance with the overall risk management system; and areas to remedy or improve and/ or require further consideration.

Leadership

Lead in the spirit and practice of WCC's Code of Conduct and act as the ambassador for organisational culture and values ensuring they are embedded and upheld.

Make a positive contribution to the performance and culture of WCC by role modelling collaborative, constructive behaviours to build trust and support high standards of performance.

Corporate Responsibilities

Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.

Ensure the organisation is aware of and compliant with relevant statutes and legislation.

Identify and develop changes to policy and procedure in areas of responsibility.

Ensure that risk management principles are adopted in all decision-making processes within the team.

Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.

Apply sound financial management techniques to team budget processes.

Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.

Ensure appropriate care and use of assets and equipment.

Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.

Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Accountability and Extent of Authority

Budget:

Preparation, oversight and management of the P&C Support Centre budget, including Council's Corporate Recruitment budget.

Staff responsibility:

Management of a team across people and culture and payroll service delivery to ensure deadlines are met and to achieve specific and set objectives within resources available.

Key Relationships

- The position will liaise and negotiate with leaders, employees and service providers at all levels of the organisation, including the Executive.
- The position is required to maintain professional relationships with various external contacts, including other councils, external partners and providers (e.g. Vision Super, External Auditors) and regulatory bodies (e.g. ATO, Centrelink, ABS) and financial institutions on payroll related matters.

Judgement and Decision Making

- Exercise judgment and solve complex problems.
- Make decisions independently and take an innovative approach.
- The freedom to act is governed by broad goals, policies and budgets with only periodic reviews.
- Exercise loyalty, judgment and discretion regarding confidential issues.

Specialist Knowledge and Skills

Technology

- Advanced skills in Microsoft Office applications.
- Sound knowledge of HRIS systems and Payglobal desirable.

Other Technical Skills

- Ability to conduct research, develop and present reports, briefing papers and high-level correspondence.
- Excellent policy formulation skills, using analytical skills to identify options and make recommendations and the ability to evaluate and amend policy where required to meet organisation needs.
- Knowledge of relevant legislation, including the Fair Work Act 2009, applicable Awards, Superannuation Guarantee (Administration) Act 1992, Local Government Act 2020.

Certificates/Licences

- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Qualifications and Experience

- Tertiary qualifications in Human Resources, Management or related discipline with extensive and diverse experience in people advisory.
- Demonstrated experience in a leadership role across employee lifecycle function/s in a complex and dynamic environment.
- Significant experience administering Payroll in a medium-sized organisation.
- Payroll systems/implementation experience desirable.
- Sound knowledge of the Fair Work Act and other employment legislation with demonstrated experience in interpreting and applying Awards, agreements, policies, procedures and other industrial instruments.
- Working knowledge of key people metrics in support of organisational strategy and goals, including analysis and reporting to address risk and continuous improvement.

Interpersonal Skills

- Outstanding communication and interpersonal skills to formulate effective working relationships with and to inspire the confidence across all levels of organisation.
- Highly developed problem-solving skills with the ability to effectively manage complex and sensitive situations applying sound judgement and discretion
- Highly developed engagement, negotiation and influencing skills.
- High self-awareness and capacity to build trust and gain the confidence of others.
- A personal style that models integrity, equity, fairness and transparency.
- Proven ability to manage a dynamic workload with competing priorities and operate independently effectively under pressure.
- Excellent presentation skills to enable the clear communication of information to a range of audiences.

Management Skills

Leadership/management:

- Actively contribute to and enable corporate and business planning process and annual budget process.
- An understanding of Council's goals and of its values and aspirations, and the legal and socio-economic and political context it operates in
- A sound knowledge of accounting and financial procedures as relevant to overseeing delivery of Payroll function.
- Plans, seeks, allocates and monitors resources to achieve outcomes on time and on budget.
- Manage team performance and foster an environment that encourages new ideas and provides support for the development of emerging skills, ensuring that objectives and goals are met, taking account of organisational and external constraints and opportunities.
- Ability to lead, motivate and develop employees
- Ensure implementation and compliance of organisational policy, legislative and regulatory requirements.
- Think strategically, particularly in relation to organisational level strategies, programs and approaches.

Other attributes (desirable)

- Knowledge of local government operations and applicable legal and regulatory requirements an advantage.

Notes and Comments

- The incumbent may be required to work from different locations within the municipality
- The incumbent may be required to attend out of hours work meetings.

Key Selection Criteria

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- Significant experience administering Payroll in a medium-sized organisation.
- Payroll systems/implementation experience desirable.
- Sound knowledge of the Fair Work Act, Superannuation Guarantee (Administration) Act 1992 and other employment legislation with demonstrated experience in interpreting and applying Awards, enterprise agreements, policies, procedures and other industrial instruments.
- Working knowledge of key people metrics in support of organisational strategy and goals, including analysis and reporting to address risk and continuous improvement.
- Demonstrated experience in building and leading high performing teams.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.			
Hand/Arm Movement Tasks involve use of hand/arms			
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.			
Standing Tasks involve standing in an upright position			
Reaching Tasks involve reaching above head, and above and equal to shoulder height			
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects			
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another			

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body			
Keyboard Duties Tasks involve sitting at workstation and using computer.			
Satisfactory Vision Standard of vision required equal to that required for driver's licence			

Any other relevant comments:

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