

Job title: People and Culture Support Centre Assistant	
Classification: Band 4	Effective Date: 08/2024
Reports to: Coordinator, P&C Support Centre	Tenure: Fixed-term, Part-time (6 hours per week) 0.15 for 12 months

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

This position is responsible for efficient and accurate maintenance and management of records across services delivered by the People & Culture Support Centre.

Key Responsibilities

Position Specific Responsibilities

- Creation and maintenance of electronic employee files in Council's Electronic Document Management System (EDMS).
- Ensure all documents and records initiated across services delivered by People and Culture Support Centre are accurately labelled and stored for easy retrieval.
- Maintain and organise Council's filing system enabled by People and Culture Support Centre's in accordance with Council policies and statutory legislations.
- Scan and electronically file hard copy documentation as the department works to transition existing business operating process and practice to systems based.
- Inform and implement continuous improvement initiatives and projects relating to document and records management.
- Maintain confidentiality and security of sensitive information, following all relevant privacy and security policies
- Develop and maintain knowledge of Council's EDMS and other People and Culture systems as required.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- Tasks are clearly defined, and there are established procedures and guideline.
- Guidance and advice is available in relation to the tasks undertaken.
- Independent decisions will need to be made in regard to work priorities and action undertaken in accordance with established procedures.

- Discretion may need to be exercised when handling certain types of correspondence.

Specialist Knowledge and Skills

- Experience in utilising document management systems
- Knowledge of Public Records Act 1973
- Experience in handling sensitive data and information

Qualifications and Experience

- Records Management qualifications and / or demonstrated experience in an Information / Records Management role
- Understanding of Local Government organisations

Management Skills

- Ability to plan and prioritise work to ensure tasks are kept up to date.

Interpersonal Skills

- Requires effective verbal and written communication skills.
- Ability to work in a team environment.
- Ability to gain co-operation and assistance from others.

Key Relationships:

- Internal liaison with immediate team members of the People and Culture Support Centre and wider People and Culture department
- Liaison with Information Management department

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.

Key Selection Criteria

- Demonstrated experience or willingness to learn Council's Electronic Document Management System
- Experience working with personal and sensitive data
- Proficient in using technology and digital systems
- Ability to work on site at Council offices

- Understanding of governance within local Government organisations and or record management legislations

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.		Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	Keyboard, writing, carrying office supplies	Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Never/Rarely	
Standing Tasks involve standing in an upright position	May work at sit/stand desk, make presentations	Sometimes	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Never/Rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Never/Rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer.	A large portion of the work will involve using a computer sitting at a work station.	Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Often	