

Employment Information Package



Senior Human Resources Officer

Position number: POS1202

Enquiries:

Name: Sarah Foley

Position: Team Leader Human Resources

Phone: 03 6323 3160

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Application closing date: 3:00PM, THURSDAY 18 JULY 2024



City of
LAUNCESTON

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www.launceston.tas.gov.au

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Address all correspondence to:

Manager People and Culture
City of Launceston
PO Box 396
LAUNCESTON TAS 7250

Email address: contactus@launceston.tas.gov.au

When emailing your application, attachments should be sent in either Word (.doc/.docx), PDF (.pdf), TIFF (.tiff), JPEG (.jpg) or Excel (.xls/xlsx) formats.



Introduction

Launceston is the regional hub of Northern Tasmania and enjoys a rich natural and social history. Located at the head of the picturesque Tamar Valley, the Launceston region is renowned for its award-winning wines, gourmet dining experiences, magnificent natural features and friendly residents. Our city is human scale. A series of green and wild spaces linked by heritage streetscapes and thoughtful adaptations. A real blend of old-world and new, tradition and innovation.

The City of Launceston municipal area covers an area of 1,405 square kilometres with a population of around 71,000 residents.

The City of Launceston is Tasmania's largest municipal council in terms of population and revenue. Launceston boasts all the major facilities of a much larger city, many of which are owned and operated by the City of Launceston.

The City of Launceston is served by 12 Councillors, including the Mayor and Deputy Mayor.

Click [here](#) to view City of Launceston's strategic and annual reporting.

City of Launceston organisational chart

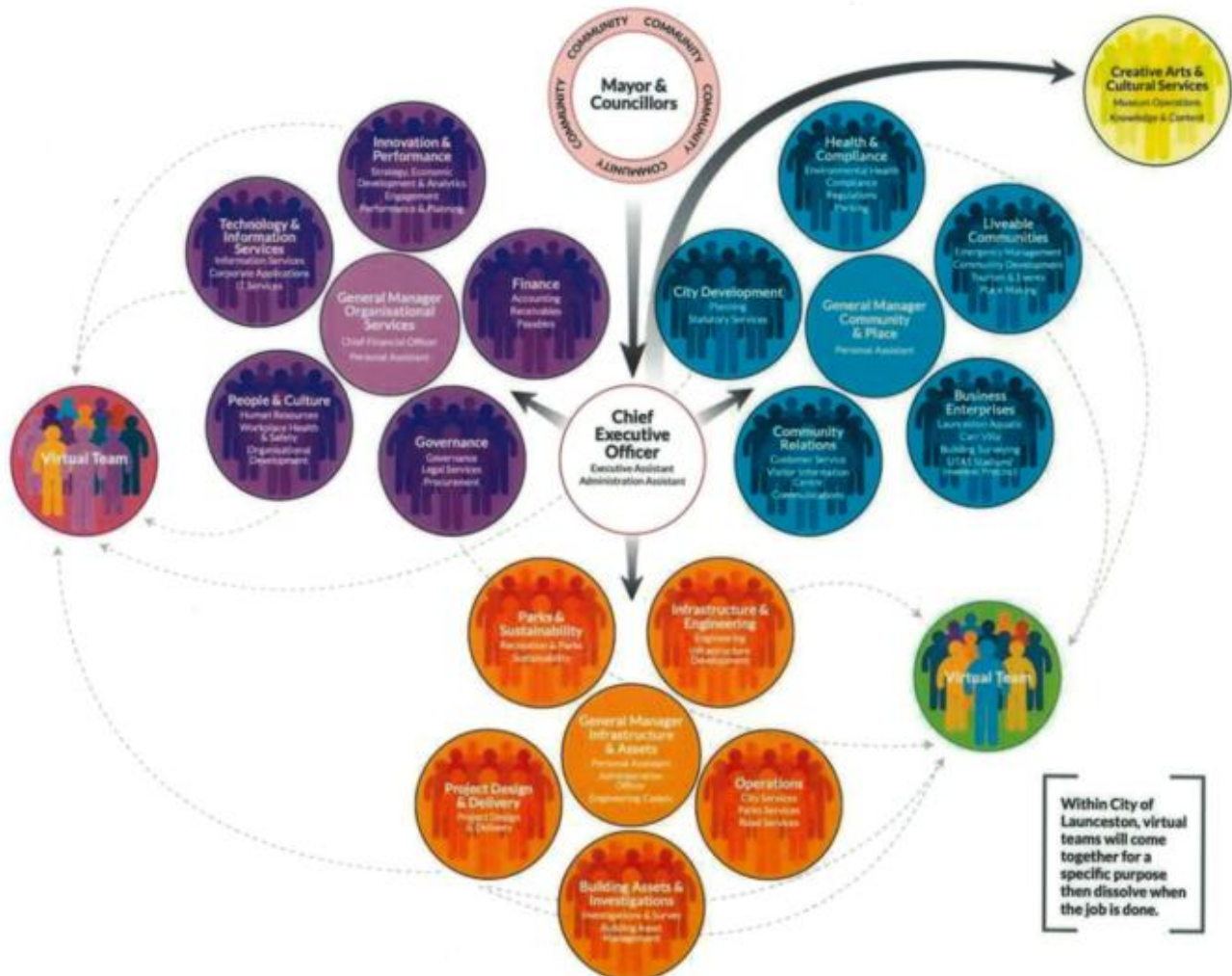
The City of Launceston is recognised as an Employer of Choice by the Tasmanian Government.

An Employer of Choice is a workplace that demonstrates contemporary workplace practices and provides outstanding support for its staff.

The Council employs around 570 employees across a range of responsibilities.



At City of Launceston we are an agile organisation, with teams being more empowered and self-managing



Organisational values

At the heart of our organisation are our four organisational values. Our employees are expected to adhere to, support and promote our values at all times.

Our aim is to attract and retain people who share our values and want to be a part of our positive workplace culture. Before submitting your application please review our values and decide if they are a good fit for you.



OUR PEOPLE MATTER

- We value clear and open communication
- We support and encourage each other
- We respect diversity
- We recognise individual needs, experience and strengths



WE CARE ABOUT OUR COMMUNITY

- We take pride in our work and pursue a standard of excellence
- We genuinely listen, and value collaborative relationships
- We strive towards the best outcome for our community
- We make responsible and sustainable decisions



WE BRING AN OPEN MIND

- We actively seek opportunities to continuously improve
- We respect and explore different ideas and perspectives
- We embrace change that leads to positive outcomes
- We value innovation and creativity



WE GO HOME SAFE AND WELL

- We show care for people and look out for one another
- We speak up and support others to be healthy and safe
- We take personal responsibility for our own health and wellbeing
- We value work-life fit

Information for applicants

City of Launceston is an equal opportunity employer. Our workforce is diverse, inclusive, flexible and family-friendly.

We value the different backgrounds, skills and contributions of all employees and treat each other and our community with respect.

We want opportunities at City of Launceston to be accessible and attainable to all candidates. If you are interested in this role but have concerns about your suitability, please talk to us before submitting your application.

Please read this information carefully, as it will help you with the preparation of your employment application.

When applying for this position, you must provide the following documentation:

1. Covering letter
2. Statement addressing the selection criteria (highlighted criteria only)
3. Resume

The online Application for Employment can be [accessed here](#) (you will be asked to attach your supporting documentation)

1. Your covering letter should introduce you and explain why you are applying for the role.
2. All recruitment and selection decisions are based on merit. The most suitable person in terms of skills, knowledge, qualifications, relevant experience, alignment with organisational values and work attitudes is selected for the position. Selection is based on the assessment of each application in relation to the selection criteria identified in the position description. The position description is included later in this information kit.

The selection criteria consists of the qualifications, knowledge, skills, attitudes and abilities required to successfully perform the role. You must provide a statement that addresses each highlighted selection criterion for the role. Your statement should include examples that demonstrate how you meet each criterion.

Please see information here on how to address the [Selection Criteria](#).

3. Your resume should provide details of your qualifications, work history, special skills, training and competency details and referees, plus any other information that may support your application. Be clear and informative. Include the names, position titles, addresses and telephone numbers of at least two work referees.

If we can assist you with any reasonable adjustments in order to submit your application for this role, please contact the People and Culture Team via email at contactus@launceston.tas.gov.au, noting your preferred method of communication and contact details and a member of the team will be in touch.

Recruitment steps

1. Application received
2. Shortlisting
 - Shortlisted applicants will be contacted by telephone or email to arrange an interview.
 - Unsuccessful candidates will be advised by email.
3. Interview
4. Pre-Employment Checks:
 - Reference Check
 - Police Check
 - Medical Assessment
 - Drug and Alcohol screening

All costs covered by City of Launceston
5. Suitability determination and preferred candidate identified
6. Letter of Offer

Employee benefits

- Our employees have access to discounted health insurance options through St Luke's Health and BUPA.
- Employees have access to a free EAP service, which provides support and counselling for personal and work related issues, coaching and advice for leaders and counselling assistance for immediate family members.
- We are committed to providing a working environment that is sufficiently flexible to meet the operational requirement and workload demands of the City of Launceston while accommodating, where possible, the needs of our employees.
- Discounted membership at Launceston Aquatic.
- Discounts at the Museum Gift shop.
- Additional leave: employees may request to purchase an additional two or four week's additional leave per year to help manage family/carer responsibilities or other special circumstances.

General conditions of employment

Position title	Senior Human Resources Officer
Employment terms	Permanent, Full Time
Working pattern	19 day month
Total remuneration	\$108,944 - \$123,996 * <i>*Total remuneration includes superannuation, as detailed below</i> Base salary \$94,528 - \$107,589
Superannuation	Employer contribution of 15.25%

- **Annual leave:** employees are entitled to 4 weeks (pro-rata for part-time employees) annual leave per year, plus leave loading.
- **Personal leave (for sick and carer's leave):** employees are entitled to two weeks (pro-rata for part-time employees) personal leave per year, if they are unable to attend work due to personal illness/injury or to provide care for a spouse/partner or immediate family member.
- **Paid parental leave:** employees are entitled to fourteen weeks paid (or twenty eight weeks at half-pay) parental/adoption leave for the primary carer; two weeks paid leave for the secondary carer.
- **Long Service Leave:** Long service leave applies after 7 years continuous service.

The City of Launceston Enterprise Agreement 2021 is available [here](#)

The City of Launceston Leisure and Aquatic Centre Enterprise Agreement 2022 is available [here](#)

Position Description

PF NUMBER:		POS NUMBER:	POS1202
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POSITION TITLE:	Senior Human Resources Officer
AWARD CLASSIFICATION:	Grade 6
EMPLOYEE:	VACANT
TEAM:	People and Culture
NETWORK:	Organisational Services
REPORTS TO:	Team Leader Human Resources
PREPARED BY:	Sarah Foley
DATE:	June 2024

APPROVED BY:	
NAME:	Louise Foster
POSITION:	General Manager Organisational Services
SIGNATURE:	

<p style="text-align: center;">POSITION PURPOSE (Why does this position exist)</p> <p>Role modelling a values-driven and people centric approach with our leaders and our people, the Senior Human Resources Officer is accountable for the provision of day to day support on recruitment, remuneration and benefits and employment/industrial relations advice (including supporting leaders with performance management, grievances, issue resolution and workplace investigations). This role supports leaders to interpret the City of Launceston's Enterprise Agreements and associated employment law and assists with continuous improvement (including Enterprise Agreement negotiations as part of a negotiation team).</p> <p>The role is also responsible for the oversight of the administration of injury management (compensation and non-compensation) and case management of more complex injury management matters.</p> <p>The Senior Human Resources Officer provides support and guidance regarding workplace change, has input into the development and review of HR policies and procedures and is engaged in the continuous improvement of our HR systems and processes in support of the effective leadership of our people and achievement of City of Launceston goals and objectives (as outlined in the People and Culture and HR Team A3 Plans).</p>

City of Launceston is a values-based organisation, which means that we employ people who share and display our values



Our people matter

- we value clear and open communication
- we support and encourage each other
- we respect diversity
- we recognise individual needs, experience and strengths



We care about our community

- we take pride in our work and pursue a standard of excellence
- we genuinely listen, and value collaborative relationships
- we strive towards the best outcome for our community
- we make responsible and sustainable decisions



We bring an open mind

- we actively seek opportunities to continuously improve
- we respect and explore different ideas and perspectives
- we embrace change that leads to positive outcomes
- we value innovation and creativity



We go home safe and well

- we show care for people and look out for one another
- we speak up and support others to be healthy and safe
- we take personal responsibility for our own health and wellbeing
- we value work-life fit

Accountabilities	Activities/Tasks include:	Success looks like ...
General		
City of Launceston's Values	Behave in a way that supports the City of Launceston's values. <ul style="list-style-type: none"> • Our people matter • We care about our community • We bring an open mind • We go home safe and well 	Demonstrates, through behaviour, an alignment to and an understanding of our values
Technology	Use technology and information to maximise efficiency and effectiveness.	New and existing technologies are utilised effectively.
Collaborate	Work collaboratively within your team and across networks. Support delivery of the Network's strategic and annual plan actions. Work with horizontal teams as relevant to technical role accountabilities.	Actively participating in team meetings/tool box meetings, by offering ideas and suggestions and providing feedback Collaborative opportunities are sought across Networks
Innovation	Encourage and be proactive in developing a culture of introducing new and improved work practices and projects within your team and your network.	Improved work practices and projects.
Technical		
Recruitment & Selection	<ul style="list-style-type: none"> • Assist the HR Team with recruitment administration. • Provide training and assistance to interview panel members in effective recruitment and selection techniques including interviewing and selection decisions. • Support the Team Leader HR in recruitment skill enhancement and learning for members of the HR Team as required. • Consider stakeholder feedback, practice <i>Lean Thinking</i> and continuous improvement to continuously improve our processes and the employee experience for our people. 	Processes and procedures are consistent with legal requirements, our values, culture, the relevant Enterprise Agreement, policies and procedures. Contemporary and appropriate selection processes are in place. Recruitment of suitably qualified, competent and motivated employees, in a timely manner.
Remuneration Advice & Position Evaluations	<ul style="list-style-type: none"> • Support the provision of timely and accurate salaries and wages to employees through the provision of the relevant Enterprise Agreement and/or Award interpretation and advice to leaders and our people (including the Payables Team). • Provide timely and accurate Position Evaluations according to City of Launceston practices. • Assist leaders to communicate Position Evaluation outcomes to our people. 	Employees paid their legal Entitlements. Position Evaluations completed and outcomes communicated within agreed timeframes.

Accountabilities	Activities/Tasks include:	Success looks like ...
Employee and Industrial Relations	<p><u>ER</u></p> <ul style="list-style-type: none"> • Provide a timely and contemporary service for employees and leaders with regards to our people relations issues in order to maintain the relationship between the City of Launceston and our people that is aligned with Our Values, culture, the relevant Enterprise Agreement and relevant policies and procedures. • Be available to meet, listen and advise employees who have concerns and grievances. • Guide and support our leaders with performance management approaches that promote a positive and constructive workplace culture, strongly aligned with Our Values and relevant policies and procedures. • Conduct or assist leaders to conduct workplace investigations in alignment with City of Launceston practices. • Assist leaders and our people with the management of workplace change in alignment with City of Launceston practices. <p><u>IR</u></p> <ul style="list-style-type: none"> • Maintain a comprehensive understanding of the Enterprise Agreements and industrial issues, ensuring our leaders and our people are provided with accurate and timely advice. Assist with Enterprise Agreement continuous improvement (including assistance as part of a team to negotiate new agreements). • Maintain positive relationships and liaise constructively with union and employee representatives to ensure solutions are reached to grievances and disputes in line with City of Launceston stakeholder expectations. • Facilitate exchanges between our leaders, our people, the union and employee representatives to ensure discussions align with Our Values, meet procedural fairness, natural justice, the relevant Enterprise Agreement, policies and procedures. • Work with the Team Leader Human Resources and Manager People and Culture on matters that may escalate or have escalated. • Assist our leaders in ways aligned with Our Values to follow due process prior to our people leaving City of Launceston in order to manage any risks (such as legal compliance as per the relevant Enterprise Agreement). 	<p>Minimum disruptions from employee issues.</p> <p>Advice aligned to our values, culture, the relevant Enterprise Agreement, policies and procedures.</p> <p>Encourage the use of the Employee Assistance Program or mediated/ other support mechanisms to resolve matters.</p> <p>Workplace investigations are undertaken in a timely manner and in accordance with City of Launceston practice and legal requirements.</p> <p>Ensure legal compliance and seek external legal advice/support if required.</p> <p>Processes and outcomes are perceived as fair and reasonable.</p> <p>Service delivery is timely and consistent.</p> <p>Outcomes are appropriately recorded in the corporate memory.</p>
Injury Management	<ul style="list-style-type: none"> • Assist the HR and WHS Team to support leaders to engage with our people across the full lifecycle of injury management of City of Launceston 	<p>Support systems perceived as fair and consistent with values and culture.</p>

Accountabilities	Activities/Tasks include:	Success looks like ...
	<p>employees (in both compensation and non-compensation cases). Deploy internal or external resources where required.</p> <ul style="list-style-type: none"> • Ensure workers' compensation and injury management / rehabilitation processes align with Our Values and meet legal requirements and support the efficient and effective resolution of issues in order to minimise the negative impact on employees, teams and the City of Launceston. • Assist the HR Team to oversee the administration of claims and liaise with the Insurer and other service providers (external rehabilitation, legal etc.). • Arrange and attend (with relevant City of Launceston personnel) regular claims review meetings with the Insurer and broker (currently quarterly). • Liaise with City of Launceston's broker to understand potential or current risks and issues as required and prior to the annual policy renewal process. • Where difficult cases arise, personally seek and implement solutions that are consistent with Our Values.. • Oversee the timely provision of Workers Compensation & Rehabilitations Reports to the WHS Team, Team Leader HR and Manager People and Culture and other leaders as required. • Appropriately file documents in City of Launceston's corporate systems in a timely manner. 	<p>Activities are consistent with legal requirements and City of Launceston's Enterprise Agreements, values, culture, policies and procedures.</p> <p>Workers Compensation & Rehabilitations statistic report provided as required.</p> <p>Fast and appropriate return to work practices and processes.</p> <p>Policies and procedures are consistent with legal requirements and City of Launceston's values, and culture.</p> <p>Claims review meetings are conducted and actions implemented.</p> <p>Information provided to contribute to reporting in a timely manner</p>
<p>HR Information Management and Systems</p>	<ul style="list-style-type: none"> • Monitor the management of HR information to ensure data and records are up-to-date, accurate, confidential and are able to be accessed appropriately. • Gather, analyse and interpret HR statistical information in order to identify trends, risks and opportunities for our people, our leaders and for City of Launceston. • Make recommendations for continuous improvement which align to lean thinking and that will assist with resolving the issues and improve service efficiency and the leadership and employee experience for our leaders and our people. • Support the Team Leader HR and Manager People and Culture to ensure awareness of and adherence to our systems, policies, processes and procedures. 	<p>Data and records are accurate, current and accessible to appropriate people.</p> <p>Privacy is maintained</p> <p>Legal compliance occurs</p> <p>Reports and information is provided to our leaders to assist in decision making.</p>

Accountabilities	Activities/Tasks include:	Success looks like ...
Other Duties / Project Work	Carry out any other duties in accordance with the limits of the position holder skills, capabilities and training.	Outcomes achieved.
Work Safely with a Duty of Care for fellow employees and ensure procedural compliance	<p>Perform all work in a safe manner in accordance with the City of Launceston's Occupational Health and Safety Policy and Procedures</p> <p>While at work, a worker must –</p> <p>(a) take reasonable care for his or her own health and safety; and</p> <p>(b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and</p> <p>(c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and</p> <p>(d) cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.</p> <p>(Section 28 Work Health & Safety Act 2012)</p>	
<p>Note: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks that are within the limits of the employee's skill, competence and training.</p>		

WORKING WITH VULNERABLE PEOPLE CHECK	
	Yes/No
Working with Vulnerable People Check required?	No
<i>If yes, include in Selection Criteria table below</i>	

SELECTION CRITERIA
POSITION REQUIREMENTS/COMPETENCIES
Organisational
<ul style="list-style-type: none"> Community Focussed: considers community/customers in decision making Communicate and Engage: demonstrates self-awareness & encourages open discussions & contributions from others Create and Innovate: displays initiative & considers different ideas and perspectives Safety Focussed: takes responsibility for own and team's health, well-being and self-care
Position Specific
<p>Contemporary Human Resources experience:</p> <ul style="list-style-type: none"> Significant HR work experience in a similar role. IR/ER case management experience (including issue resolution, performance management and Enterprise Agreement interpretation and negotiation). Injury management experience. Recruitment & Selection experience. Change management skills.
<p>Communication, influencing, problem solving and relationship building skills:</p>

- Excellent verbal and written communication skills to enable effective communication with all levels of leadership, employees and external contacts.
- Well-developed negotiation and influencing skills in the pursuit of City of Launceston goals and objectives.
- Strong problem solving skills that leverage excellent interpersonal and relationship building skills.

Personal:

- Evidence of a proactive approach to work and motivational abilities from a diverse, complex environment.
- Person of high integrity and ethical standards who is able to role model the organisation's values, culture and deal with sensitive issues whilst maintaining a high degree of confidentiality.
- Demonstrated preparedness to set the direction and standards, making decisions and building and maintaining effective relationships.
- Ability to promote City of Launceston vision, direction and goals to employees.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications in Human Resource Management or Business Administration and equivalent significant work experience in a similar role.
- Experience in the Tasmanian Workers' Compensation and Rehabilitation jurisdiction.
- Experience in developing a range of documented approaches and tools (policies, procedures, guidelines, reports) that meet the organisational needs of our leaders and our people using effective change management and/or Lean tools and techniques.
- An incident investigation or workplace investigation qualification or ability to obtain (such as ICAM) desirable.
- Microsoft Office Suite experience (Word, Excel, Outlook and PowerPoint).

REPORTING STRUCTURE

Manager	Team Leader Human Resources
Direct Reports	Nil

**KEY RELATIONSHIPS
(External and Internal Customers, Supplier, Colleagues, etc)**

Internal	Nature of Relationships
Our people	Support and guidance to reach acceptable and timely resolutions.
Our Leaders	Expert advice to reach acceptable and timely resolutions.
People and Culture and Payables Team Members	Specific advice and liaison to reach acceptable and timely resolutions.
External	Nature of Relationships
Lawyers	Source legal advice
Insurer / Broker / Rehabilitation Providers / Medical Practitioners & Specialists	Liaison.
Employee Assistance Provider	Source support for employees within scope of service.
Recruitment Agencies	Develop relationship with recruitment providers.
Regulators (WorkCover Tas)	Liaison.
Union (ASU)	Liaison to reach acceptable and timely resolutions.

**DELEGATIONS & AUTHORISATIONS
(Local Government Act, By-Laws etc.)**

Purchasing Approvals	Limit \$2,000
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Confidentiality

Staff are

- a) Able to access; or
- b) May be exposed in the course of performing their duties to information that may be related to individuals, organisations or the general dealings of the City of Launceston. Some of this information will be of a sensitive nature – either within or external to the organisation.

By accepting this position the employee undertakes:

- a) To keep all information that they are exposed to confidential during and after their period of employment with City of Launceston. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed.
- b) To not access any information within the organisation's systems that is not directly relevant to their work.
- c) To abide by the requirements of the Confidentiality and Privacy clause of the relevant Enterprise Agreement.

OTHER RELEVANT INFORMATION
Expectations of a City of Launceston employee: <ul style="list-style-type: none">• Have strategies in place to enhance their own health and well-being, manage stress and maintain professionalism;• Seeks feedback broadly and asks others for help with own development areas; and• Translates feedback into an opportunity to develop.



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