

Job title: People and Culture Support Officer	
Classification: Band 5	Effective Date: February 2026
Reports to: Manager People and Culture	Tenure: Permanent and Temporary Hours

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

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

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 a fast paced, high volume, customer service oriented frontline provider of quality People and Culture services. The position supports leaders, employees and volunteers providing timely, accurate and informed advice, whilst informing, coordinating and administering effective and quality services across the employee and volunteer life cycle.

The role also actively contributes to developing and administering people and culture policy/ procedure, process and systems.

Key Responsibilities

Position Specific Responsibilities

Support to Leaders, Employees and Volunteers

- Provide initial policy advice and process assistance on employee lifecycle related matters including onboarding, offboarding and cross-boarding; and leave management for employees.
- Inform and maintain 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; and extranet resources for volunteers.
- Ensure the on-boarding process for new employees and volunteers to Council is accessible to People Leaders and Volunteer Program Leaders. Support appropriate induction and management of probation.

New Starter Process

- Inform, coordinate and administer the new starter process including appropriate documentation and approvals.
- Complete pre-employment and pre-volunteer processes (including qualification checks, police checks and working with children checks).
- Coordinate new starter experience surveys via external provider.
- With guidance from Organisational Development, deliver Council's corporate Induction program for employees and volunteers.

Employment Lifecycle

- Inform, coordinate and administer People and Culture transactions against service level standards and agreed timeframes.
- Draft and issue employment contracts, contract variations, change letters and volunteer engagements.
- Monitor casual employment engagement and action the Casual Conversion process as relevant.
- Actively enable Council's talent acquisition policy and practice including guiding hiring managers and candidates through the Council recruitment process to secure the right people for the right jobs.

- With guidance from Talent Acquisition, coordinate Council's Casual Pool, including periodic communications.
- Coordinate and administer cyclical activities across learning, performance, OHS, D&I and reward and recognition for employees and volunteers, including procurement (e.g. applicable to learning includes responding to inquiries, support with training logistics).
- Coordinate the exit processes for employees (including exit surveys via external provider) and volunteers.

Processes and systems

- Inform and actively facilitate HR and volunteer processes and systems to support take up of leaders, employees and volunteers to embed in day to day practice.
- Contribute to the development and review of People and Culture policies and procedures.
- Administer and update HR Information Systems (Oracle and Better Impact) to established workflows in a timely manner to ensure quality service delivery and accurate data and records.
- As Subject Matter Expert of HR Information Systems, advise and guide leader, employee, volunteer and Superuser users in their application of the systems.
- Inform and implement continuous improvement, changes or modifications in HR, payroll and volunteer process and systems to ensure they are fit for purpose and drive efficiencies.
- Conduct training of employees, leaders and other relevant parties in People and Culture Operations processes and system.
- Provide support in relation to People and Culture Operations service delivery, policies, processes and system.
- Undertake projects and other duties as requested for applicable People and Culture Operations deliverables.

Data management and reporting

- Maintain quality People and Culture records including the documentation of all People and Culture issues.
- Administer systematic capture of corporate training records and data.
- Accurate and timely collation of data for People and Culture metrics and monthly reporting.
- Ensure compliance with all relevant legislation, service standards and contractual obligations.
- Support the broader People and Culture team as required in program and service delivery, including project initiatives to achieve the People and Culture Service Plan.

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.

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.

Other duties as directed within the skills and capabilities of a position at this level.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Key Relationships:

- The position will liaise with leaders, employees and service providers at all levels of the organisation.
- The position is required to maintain professional relationships with various external contacts, including other councils, external partners and providers.

Judgement and Decision Making

- The freedom to act is governed by clear objectives, guidelines and/ or budgets.
- Exercise judgment and solve problems, using procedures and/or applying knowledge required through relevant experience or drawing on technical knowledge. On occasion, problems may be complex and relate to situations not previously encountered.
- Guidance and advice is usually available within the time required to make a choice.
- Decisions and actions are always subject to review by more senior employees.

Specialist Knowledge and Skills

Technology

- Advanced skills in Microsoft Office applications and excellent keyboard skills
- Working knowledge of HR information system Oracle and PayGlobal desirable.

Other Technical Skills

- Ability to prepare reports, briefing papers and external correspondence.
- Assist with the development of policy.
- Working knowledge of relevant legislation, including the Fair Work Act 2009, and the Workplace Injury Rehabilitation and Compensation Act 2013, including the underlying principles.
- Ability to understand relevant organisational policies and procedures.

Certificates/Licences

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

Qualifications and Experience

- Tertiary qualification in a related discipline or an equivalent combination of training and workplace experience.
- Proven skills in HR service delivery, including onboarding, offboarding and cross-boarding, learning, performance and OHS.
- Demonstrated experience interpreting People and Culture policies and procedures, Enterprise Agreements, conditions of employment and legislative requirements.
- Ability to maintain confidentiality and work with sensitive information.
- Demonstrated attention to detail.

Interpersonal Skills

- Excellent communication and interpersonal skills so as to gain the co-operation of stakeholders (both internal and external) utilised in the administration of well-defined activities.
- Problem-solving skills with the ability to effectively manage complex and sensitive situations applying sound judgement and discretion, with assistance from more senior employees.
- Engagement, 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 and prioritise to ensure specific and set objectives are achieved.
- Sound presentation skills to enable the clear communication of information.

Management Skills

- An understanding of the long term goals of the People and Culture Department and a knowledge and appreciation of the goals of the wider organisation.
- Contributes to the overall performance of the People and Culture Department, ensuring that objectives and goals are met.

Other attributes (desirable)

- Knowledge of local government operations and applicable legal and regulatory requirements (for example the Local Government Act 2020) 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

- Tertiary qualification in a related discipline or an equivalent combination of training and workplace experience.
- Demonstrated experience in HR service delivery (e.g. coordinating and administering onboard, offboard and cross boarding processes, learning, performance and OHS) and experience in payroll and using PayGlobal is desirable
- Applied knowledge of HR policies, process and systems to support leaders, employees and volunteers to promote consistency, compliance and continuous improvement.
- Excellent interpersonal skills with demonstrated customer service focus and skills.
- Highly developed organisational skills including the prioritising of workloads, managing multiple and demanding deadlines with a proven ability to apply flexibility and solve problems skills.

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/often	
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/often	
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	

Any other relevant comments: