

POSITION DESCRIPTION

People & Culture Officer – Training

POSITION DETAILS

Date of Position Description	October 2025
Position Title	People & Culture Officer – Training
Position Grade	7
Directorate Business Unit	People Culture & Performance Organisational Development
Reports to	Organisational Development Manager
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements
Job Location	316 Victoria Road, Rydalmere 9 Wentworth Street, Parramatta (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

This position is responsible for undertaking various People & Culture (P&C) administrative activities and workforce reporting with a strong focus on the delivering and reporting of compliance training.

KEY RESPONSIBILITIES

Role Specific

- Provide general assistance and administrative support necessary to ensure the smooth operation of the P&C Business Unit such as end to end training management, data entry into HR systems, and reporting to ensure achievement of department objectives.
- Coordinate registration and delivery of training programs including liaising with training providers.
- Accurate processing of invoicing and accounts, in line with Council procurement guidelines, to ensure training is allocated to correct budgets.
- Set up document arrangements for the storage, accessing, tracking, and retrieving of all compliance training documentation.
- Manage and respond to employee questions and queries.
- Liaise with team members, supervisors, and managers throughout the business to ensure timely completion of training enrolments, to maintain currency and accuracy of employee details.
- Accurately enter data into and maintain data integrity in the HR systems to ensure training compliance conditions are recorded in the system/s.
- Maintain training records and databases and provide timely reporting to the P&C Business Unit as required.
- Assist in the development, review and implementation of policies and procedures as relevant.
- Support administration, and promote programs, for early careers for the organisation, including but not limited to surveys, careers expos, and grant funding.
- Administer and process Study Assistance applications and advise on all L&OD policies. Assist with the update and maintenance of L&OD resources and materials including Quick Reference Guides, frequently asked questions, and intranet pages.
- Undertake HR projects and/or work with other areas of the P&C Business Unit in planning and implementing projects and assisting during times of high volumes of administrative work.
- Cross skill and partner with the P&C Officer and Advisors to provide a seamless administrative support to the P&C Business Unit.

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies, including the COVID 19 Vaccination Policy, as amended from time to time

KNOWLEDGE

Qualifications

- Certificate IV in HR, Business, or Administration discipline and/or experience in a comparable role.

Experience

- A minimum of 2 years' experience in a similar role within Human Resources or within an administrative function
- Previous experience using HR Systems.

Skills

- Strong customer service and interpersonal skills for relating to all employees and people external to the organisation.
- High level of computer literacy, specifically with Microsoft Office.
- Excellent attention to detail
- Clear and concise written and verbal communication skills
- Highly developed planning, organisational and time management skills
- Flexible work ethic to meet varying workload demands of the position.
- Ability to work with initiative and versatility on a wide range of matters, including problem solving issues that arise which are associated with the support function.
- Ability to work as part of a multi-disciplinary team to ensure the day-to-day operation of the business unit.
- Demonstrated ability to exercise tact, discretion, and sensitivity to the confidentiality of personal information.

