

Role Charter

POSITION:	HUMAN RESOURCE ADVISOR
Reports to:	Senior Human Resource Business Partner
Accountable to	Executive Manager, People and Culture
Directorate:	Corporate Services
Date revised:	April 2026

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and changeover time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

Our Guiding Principles are:



MAKE THINGS EASY

Do the hard work to make things intuitive for everyone.



BE WELCOMING

Care for everyone as people, not tasks or numbers.



BE OPEN MINDED

Listen to each other and work together to find solutions.



KEEP YOUR PROMISES

Follow through on your commitments to everyone.



LOOK OUT FOR ME

Thoughtfully anticipate what will make our days go smoother.

Primary Purpose

To work in partnership with the organisation and client group to deliver professional, contemporary, and high-quality human resource and industrial relations support and advice, and contribute to the implementation of people initiatives, that leads to sound organisational and people outcomes.

Core Accountabilities

1. Provide advice and guidance to stakeholders on day-to-day employment matters, including interpretation of Award, employment conditions, policies, protocols and procedures.
2. Manage employee relations issues including performance management, grievances, investigations, disciplinary actions and conflict resolution.
3. Escalate complex employee relations matters with analysis and recommendations.

4. Maintain the effective implementation of employee lifecycle processes including but not limited, onboarding, performance planning and development planning and offboarding.
5. Support role creation and review processes through the undertaking of role charter development and review, job evaluation and benchmarking, and development of competency and performance documentation.
6. Support continuous improvement by leading projects undertaking research, review and analysis on current and proposed policies, protocols, and procedures, and facilitating delivery of initiatives and programs.
7. Act as the Human Resources representative on recruitment panels, providing best practice advice on candidate skills, experience and fit to the organisation.
8. Develop and maintain productive, professional relationships with colleagues, management, staff, union representatives, employer associations, service providers and other stakeholders.

Undertaking any other duties, projects or tasks as directed by the Supervisor which are within the employee's skills, competence and training.

The incumbent is to behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

Essential Criteria

1. Degree qualifications in Human Resources Management or an equivalent combination of contemporary experience coupled with education/training relevant to the inherent requirements of the role.
2. Contemporary industry knowledge and demonstrated generalist human resources experience and advising on appropriate Human Resource or Industrial Relations related solutions.
3. Demonstrated negotiation and facilitation experience in the resolution of complex problems and issues.
4. Proven ability to work productively as a member of a team and contribute to team goals.
5. Well-developed interpersonal, written and verbal communication and influencing skills, including the ability to build effective working relationships with people at all levels within the organisation.
6. Strong analytical and problem-solving skills and the ability to prioritise work, meet deadlines and manage competing work demands.

Desirable Criteria

1. Experience in conducting workplace investigations.

Date:

Agreed:

Employee Name

Employee signature