

Role Charter

POSITION:	Human Resource Officer
Reports to:	Senior Human Resources Business Partner
Accountable to	Executive Manager, People and Culture
Group:	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 provide a contemporary and quality Human Resource service through the effective coordination and administration of core HR processes, programs and activities. Support the HR Operations team in partnering with client groups to deliver generalist HR advice, people management initiatives and projects.

Core Accountabilities

1. Respond to employee enquiries and provide basic guidance and advice on Award, policy, protocol and procedures.
2. Provide support and administrative assistance in the management of employee relations matters, including conflict resolution, disciplinary actions, and performance management.

3. Provide administrative and operational support across all human resources systems and processes, ensuring accurate employee records, maintenance of the organisation hierarchy, and facilitation of employee changes and movements.
4. 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.
5. Support continuous improvement and project delivery across the people and culture team, including undertaking research, review and analysis on current and proposed policies, protocols, and procedures, and facilitating delivery of initiatives and programs.
6. Assist with development and maintenance of HR metrics and reporting, and support audit processes and compliance activities and actions.
7. 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. Diploma in Human Resource or related discipline or an equivalent combination of contemporary experience coupled with education/training relevant to the inherent requirements of the role.
2. Contemporary industry knowledge in generalist Human Resources functions and demonstrated expertise in employee relations.
3. Demonstrated high level communication skills, both written and oral, with excellent interpersonal and customer service skills.
4. Proven ability to work productively as a member of a team and contribute to team goals.
5. Strong analytical and problem-solving skills and the ability to prioritise work, meet deadlines and manage competing work demands.

Date:

Agreed:

Employee Name

Employee signature