

Human Resources Officer (HU-FC007)



This form comes from the following departmental process:

Human Resources – Functional Statement, Corporate Services

Position Title:	Human Resources Officer
Business Unit:	Human Resources
Location:	Darwin
Classification:	Level 4 \$64,960 - \$75,110 pa
Status:	Full-Time Contract
Probation period:	3 Months (if applicable)
Responsible to:	Human Resources Manager

This position is responsible for:

The Human Resources Officer (HR Officer) is responsible for providing professional, confidential, and efficient Human Resources support to the organisation, under the direction of the Human Resources Manager. The Human Resources Officer plays a key role in supporting the operations of the HR function by delivering timely advice, maintaining accurate records, and ensuring compliance with relevant employment legislation and organisational policies.

This position serves as a first point of contact for HR queries from both managers and employees and is responsible for fostering effective communication, positive working relationships, and a respectful and supportive workplace culture. A high level of discretion, attention to detail, and strong interpersonal skills are essential to the role.

Statement of specific accountabilities

Recruitment and Onboarding

- Coordinating the end-to-end recruitment process across multiple roles and levels from advertising through to offer and induction.
- Prepare employment contracts and induction material
- Conduct inductions and facilitate new employee onboarding process

Human Resources

- Maintain employee registrations, police checks, clearances, and qualifications.
- Maintain HR information within the client management system and electronic filing of records.
- Conduct personnel file audits in accordance with the audit calendar.
- Provide high quality HR service to both employees and managers in a confidential and sensitive manner.
- Provide recommendation on interpretation of award conditions, certified agreements, and contracts of employment for Australian Apprentices as required.
- Assist employees and managers with sourcing training opportunities and quotes to meet company requirements.
- Promote company culture by leading by example at all times.
- Overseeing and organising social committee events.
- Assist in the procurement and maintenance of the company's employer of choice programs and promotions.
- Manage the uniform ordering process for internal employees
- Maintain up-to-date knowledge of industrial relation issues and changes to legislative requirements.
- Provide advice to employees on the interpretation of human resource entitlements, employment conditions and the company's enterprise agreement.

- Develop and present in-house awareness training for HR related matters by attending team meetings monthly.

Safety

- Maintain WHS data to monitor accident and incident trends and provide reports for Human Resources Manager as required
- Monitor staff and apprentice hazards/incidents are reported to ensure they are appropriately recorded, investigated, and preventative measures implemented
- Audit safety processes to ensure continuous improvement and ensure organisation is complying by company policies
- Ensure the organisation is aware of and complies with, all legislative requirements in relation to WHS
- Conduct training sessions for management and employees on workers' health and safety practices and legislation
- Manage workers compensation claims and return to work plans for employees and Australian Apprentice, including lodging, claim review and communication with all relevant parties i.e., Human Resources Manager, host business, Employment Specialist and Australian Apprentice.
- Provide high level customer service through the provision of advice and direction relating to workers compensation
- Escalate all high-risk workers compensation claims to Human Resources Manager
- Liaise with workers compensation insurer representatives on general matters related to workers compensation claims to ensure timely cost effective and strategic claims management
- Conduct workplace hazards inspections and provide recommendations for improvement opportunities to support host business's engagement of Australian Apprentices

General Administration

- Conduct research and investigation for reporting as required
- Develop agendas and or meeting notes as required
- Provide reports to Human Resources Manager as required
- Book appointments and provide availability in outlook calendar

Other General GTNT Group position accountabilities

Policies and Procedures

- Assist in the preparation, review and implementation of policies and procedures for inclusion in the QMS.
- Assist with ensuring all section staff are aware/trained in and comply with company policies and procedures.

Workplace Health and Safety

- Ensure a safe work environment
- Follow all WHS policies and procedures
- Take all reasonable and practicable steps to ensure your own health & safety and that of any other persons who may be affected by your actions.

Customer Service

- Exercise a high level of interpersonal/customer service skills in dealing with all prospective an existing clients and internal staff

Team

- Participate and chair in the Social Committee
- Facilitate work teams and value individual differences and diversity.
- Establish effective workplace relationships with groups and individuals.

- Participate in business planning activities as required.
- Participate in company and divisional meetings, and training activities.

Additional Information

The incumbent must adhere to all current relevant codes of conduct and legislation requirements including:

- GTNT Group policies/procedures and protocols located in the Quality Manual System.
- Privacy Act.
- Equal Employment Opportunity Act
- Work Health and Safety Act.
- Government/Industry Code of Conduct.
- Northern Territory Employment and Training Act.
- Australia Fair Pay Condition Standards.
- Anti-Discrimination Act.

The incumbent can be expected to be allocated duties not specifically outlined within their position description, however within the capacity, qualifications and experience normally expected from a person occupying this position.

Key Result Areas will be negotiated as part of the regular performance planning and review processes.

Must hold a valid manual Northern Territory drivers' licence and working with children's card (Ochre card).

Must demonstrate company values: Collaboration, Innovation, Integrity, Safety and Respect

Selection criteria

- Completion of the Certificate IV or higher in Human Resources and/or subsequent relevant experience in related field.
- Demonstrated experience and ability in providing advisory and consultation services on human resource matters.
- Possess well developed administrative and organisational skills to effectively manage high volumes of work and determine priorities and meet deadlines.
- Possess high level verbal and written communication skills, including consulting, negotiation and conflict resolution skills that enable effective and appropriate communication with a broad range of people through practical human resource management approaches.
- Demonstrated ability to maintain emotional intelligence when dealing with difficult complex discussions to result in a positive outcome.
- High level of competency in information technology and database management systems.
- Demonstrated knowledge of relevant industrial relation legislation and interpretation.

Training and Professional Development

Position Training Requirements

- Certificate IV in Human Resources
- GTNT ITC Security for Privileged Users Induction Course

Additional Company Training Requirements

- Cross Cultural Awareness Training
- WHS Awareness Training
- Navision (GTNT Group)

Remuneration Package

Annual leave:	5 weeks
Sick leave:	2 weeks
Superannuation:	In line with super guarantee charge Health and Well-being Package
Additional Benefits:	Mobile phone

All other conditions are in accordance with the current GTNT Group Enterprise Agreement and company policy.

The position will be expected to undertake other duties within the department to ensure coverage during staff absences.

I, _____ confirm I have read and understood my functional statement. I have a complete understanding of my role and responsibilities as outlined in this document. I acknowledge I may be required to undertake additional tasks outside of my functional statement that are reasonable and as directed by my manager.

Signature: _____ Date: _____

<i>This form also relates to the following other forms:</i> Nil
