

Position Description

People & Culture Administration Officer

Your role:	People & Culture Administration Officer
You will report to:	Manager, People and Culture
Your Directorate:	Corporate Services
Your Salary Level:	General Officer Level 4
Special Conditions:	A satisfactory Medical Clearance for this role is required

Position Overview

The People & Culture Administration Officer provides high-quality administrative and transactional support to the People & Culture team, ensuring the efficient and compliant delivery of core P&C processes across the organisation. The role plays a critical part in maintaining the integrity of employee records, preparing employment documentation, coordinating pre-employment and compliance checks, and supporting the employee lifecycle from onboarding through to offboarding.

Working closely with the broader People & Culture team, the position assists in the coordination and administration of recruitment, reporting, systems and documentation, and supports the implementation of People & Culture, Employee Experience and Work Health & Safety programs.

The People & Culture Administration Officer also manages the P&C shared inbox, maintains forms and templates, processes P&C invoices and uniform requests, and provides administrative support to ensure People & Culture initiatives, projects and services are delivered in an organised, timely and customer-focused manner.

Through strong attention to detail, effective communication and a commitment to excellent customer service, the role contributes to the smooth operation of the People & Culture function and supports a positive employee experience across the organisation.

About the Team

You will be part of the People & Culture team, which is dedicated to enhancing the employee experience across the full employment lifecycle while promoting safe, healthy and productive workplaces. The team partners closely with leaders to deliver strategic and operational HR, Employee Experience and WHS services, support organisational transformation, and foster a positive, inclusive and high-performing workplace culture.

Guided by Council's Customer Service Framework, the People & Culture team is committed to providing timely, practical and customer-focused people and safety support that enables leaders and employees to succeed.



Our Organisation

Adelaide Hills Council is a dynamic and community-focused organisation, committed to enhancing the quality of life for our residents. Nestled in a picturesque region, we take pride in delivering innovative services and fostering strong connections within our community. As part of our team, you'll be contributing to meaningful projects that make the Adelaide Hills a great place to live, work, and visit.

Our values

Grounded In Trust	Build strong foundations through respect, safety, integrity and transparency
Cultivating Connections	Engage with each other and our community to create a thriving, collaborative environment.
Nurturing Excellence	Deliver with pride to achieve the best outcomes and celebrate our success.
Sowing Seeds for Tomorrow	Foster growth and innovation for a sustainable future

Your Stakeholders

Internal	Executive Leadership Team, Directors, Managers and Supervisors, Employees across all Directorates, People & Culture colleagues
External	Industrial bodies and unions, Regulatory bodies and Government departments, External advisors, consultants and service providers.

Work Health & Safety

As part of your responsibilities, you will actively support a safe and healthy workplace by following Council's Work Health and Safety (WHS) policies and procedures. This includes taking reasonable care for your own safety and that of others, using provided protective equipment, following instructions, and reporting hazards, injuries, or incidents promptly. Your proactive participation in safety initiatives and adherence to the WHS Act 2012 (SA) ensures a safe working environment for all.

Policy and Procedure

Adhere to council policies, procedures, guidelines and standards, in particular, but not limited to, our Organisational Values and Code of Conduct for Employees.

Position Responsibilities

- Provide high-quality administrative and transactional support to the People & Culture team across People Operations, Employee Experience and People Safety functions.
- Manage the People & Culture shared inbox, responding to routine enquiries and directing matters to the appropriate team member as required.
- Prepare employment contracts, variation letters and other employment documentation using established templates and procedures.
- Maintain accurate and up-to-date employee records within HR systems and electronic personnel files.
- Coordinate pre-employment checks including qualifications, licences, police checks and other compliance documentation.
- Provide administrative support for recruitment processes including advertising, interview coordination and candidate correspondence.
- Support onboarding and offboarding processes including documentation preparation, system updates and internal notifications.
- Maintain and update People & Culture forms, templates and documentation to ensure accuracy and consistency.
- Provide administrative support for People & Culture programs and initiatives that support employee experience, learning and development, engagement and wellbeing.
- Assist with the preparation of People & Culture reports, workforce data and basic HR metrics as required.
- Provide administrative support to the WHS function including maintaining documentation and assisting with compliance records.
- Coordinate uniform requests and maintain related records.
- Process People & Culture invoices and support administrative financial processes as required.
- Maintain confidentiality and handle sensitive employee information with discretion.
- Contribute to the efficient operation of the People & Culture function through effective organisation, communication and administrative support.

Position Criteria

<p>Technical Knowledge & Experience</p>	<ul style="list-style-type: none"> • Demonstrated experience providing administrative support within a Human Resources, People & Culture or similar environment. • Experience preparing employment documentation including contracts, variation letters and related correspondence using established templates. • Experience maintaining accurate records and data within HR or business systems with a high level of attention to detail. • Demonstrated experience supporting recruitment, onboarding and employee lifecycle administration processes. • Ability to coordinate compliance documentation such as qualifications, licences and pre-employment checks. • Experience supporting the preparation of workforce reports, data and basic metrics. • Demonstrated ability to maintain documentation, templates and administrative processes in a structured and organised manner. 	<p>Essential</p>
--	---	-------------------------

	<ul style="list-style-type: none"> Well-developed written and verbal communication skills with the ability to prepare routine correspondence and documentation. Strong organisational and time management skills with the ability to manage competing priorities and meet deadlines. Demonstrated ability to maintain confidentiality and handle sensitive employee information appropriately. Sound knowledge of administrative practices, systems and procedures in a professional workplace environment. 	
	<ul style="list-style-type: none"> Sound knowledge of Local Government roles, functions, processes and policies. 	Desirable
Collaboration and Communication	<ul style="list-style-type: none"> Demonstrated ability to work collaboratively within a team environment and provide responsive support to leaders, employees and internal stakeholders. Ability to communicate clearly and professionally when responding to enquiries and coordinating People & Culture processes. 	Essential
Qualifications	<ul style="list-style-type: none"> Certificate IV or Diploma in Human Resources, Business Administration or a related discipline, or equivalent experience in a similar role. 	Essential
Customer Service	<ul style="list-style-type: none"> Demonstrated commitment to providing responsive, customer-focused administrative support. Ability to build positive working relationships and provide helpful and professional service to employees and leaders. 	Essential
Government Experience	<ul style="list-style-type: none"> Experience working in a Local Government or public sector environment 	Desirable
Corporate Experience	<ul style="list-style-type: none"> Experience working in medium to large complex organisation 	Desirable
Finance Delegations	<ul style="list-style-type: none"> Nil 	
People Leadership	<ul style="list-style-type: none"> Nil 	

Job Requirements Guide

Frequency guide 1. Constant (ongoing, occurs daily) 3. Occasional (occurs 2-4 times per week)	2. Frequent (occurs 1-2 times daily) 4. Infrequent (occurs once per week or less)
---	--

Physical	Essential task Y/N	Frequency				Comment
		Constant	Frequent	Occasional	Infrequent	
Standing	Y	X				
Walking	Y	X				
Sitting	Y	X				
Bending /twisting the back	Y		X			
Bending /twisting the neck	Y	X				
Kneeling/squatting/ crouching	Y				X	
Climbing e.g. stairs/steps/ladders	Y	X				
Reaching forward /sideways >30 cm	Y	X				
Working with hands above shoulder height	N				X	
Lifting/carrying e.g. boxes of folders, reams of paper 5-10kg	Y			X		
Pushing/pulling/dragging	Y				X	
Gripping/grabbing	Y			X		
Fine hand coordination	Y				X	
Holding/supporting any object or person	N				X	

Environmental						
Work in an indoor/outdoor environment	N					
Work at heights	N					
Work in confined spaces	N					
Operation of equipment/ machinery, or work performed in close proximity to moving parts/objects e.g. computer, photocopiers, paper shredder, security swipe pass, printing press machines, kitchen equipment, urn, cutlery	Y	X				
Exposure to noise	N					
Contact with chemicals/ cleaning products e.g. printer toners, car washing cleaners, kitchen cleaning chemicals	N					
Exposure to fumes/dust	N					
Managing security/private information	Y	X				

Interpersonal						
Interaction with customers/members of the public e.g. face-to-face, answering phones	Y	X				
Dealing with highly emotional/ conflict situations	Y		X			
Dealing with difficult/complex negotiation of a personal nature	Y		X			
Working in a team requiring maintenance of relationships/ communication with others	Y	X				
Working in isolation or with limited interpersonal interactions/ supervision	Y	X				
Working in a busy environment where time pressures and / or fast work pace maybe required with frequent interruptions	Y	X				
Appearance and grooming, dress standards e.g. office attire, smart casual, uniform, covered shoes, personal protective equipment (PPE)	Y	X				

