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| POSITION TITLE: | People Operations & Analytics Advisor | CLASSIFICATION: | Band 6 |
| REPORTS TO: | Head of People Operations | DIRECTORATE: | Organisation Capability |
| DEPARTMENT: | People, Culture & Safety | TEAM: | People Operations |

OUR STRATEGIC CONTEXT



PURPOSE

Our organisation is accountable, sustainable, and delivering effective services to our community.

VISION

Our community is a safe, inclusive, and creative city that celebrates and embraces its vibrancy of cultures.

VALUES

Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

COUNCIL PLAN

A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

HOW YOUR ROLE CONTRIBUTES

The **People Operations & Analytics Advisor** is responsible the effective coordination, administration and insightful analytics across the employee lifecycle. This role involves managing the accuracy and integrity of all employee records, issuing documentation, overseeing onboarding and offboarding processes, developing policies and procedures, overseeing compliance, and developing reporting and dashboards. By maintaining data integrity and compliance, the advisor supports informed decision-making that aligns with organisational goals.

The Advisor will possess the ability to analyse workforce metrics to identify trends in employee engagement and retention, presenting data-driven insights to PCS leadership. This position requires a strong foundation in HR operations, specialist knowledge and skills in process improvements initiatives, quality reporting, data and analytics and exceptional organisational skills, along with a commitment to continuous improvement.

| RESPONSIBILITIES | KEY OUTCOMES |
|---------------------------------------|---|
| P&C Employee Lifecycle Administration | <ul style="list-style-type: none"> ➤ Oversee the administration of employee records throughout the lifecycle, ensuring compliance with policies and legal regulations, while preparing and issuing high-quality employment documentation (contracts, offer letters, onboarding materials) with meticulous attention to detail. ➤ Coordinate new hire orientations and facilitate offboarding processes, including conducting exit interviews and managing related documentation, to ensure a smooth experience for employees. ➤ Assist in processing changes to employment terms, leave arrangements, salaries, and other employee information, while producing reports as requested by managers to ensure timely delivery and relevance. ➤ Provide quality and timely solutions to employee service needs, applying accurate advice and problem-solving skills, and offering initial guidance on employment agreements, conditions of employment, and P&C policies and procedures. ➤ Ensure high levels of customer service for internal and external clients, responding efficiently and effectively to their needs, while administering, reviewing, and improving P&C processes, systems, and policies for enhanced efficiency and effectiveness. ➤ Support various HR-related projects and initiatives as needed, collaborating with team members to drive continuous improvement in People Operations. |

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| <p>Data Integrity, Reporting and Analytics</p> | <ul style="list-style-type: none"> ➤ Maintain and update employee records in the HR information system (HRIS) to ensure data accuracy and compliance with regulations. ➤ Implement and enforce data governance standards for all People & Culture-related data. ➤ Perform regular audits of employee data to identify and rectify discrepancies, ensuring high levels of data integrity. ➤ Produce P&C monthly report, state of the org report and annual report, providing commentary and insights; as well as any regular and ad-hoc reports related to workforce metrics, employee engagement, turnover rates, and other key performance indicators (KPIs). ➤ Deliver quality, insightful, and timely reporting and analysis to multiple audiences, ensuring the right information is accessible to the appropriate stakeholders. ➤ Analyse data to identify trends and areas for improvement in employee engagement and retention strategies. ➤ Present findings and actionable recommendations to PCS leadership to support strategic planning and decision-making. ➤ Lead the automation of reporting, Power BI dashboards and associated data, reporting, analytics improvement initiatives |
| <p>Support and Collaboration</p> | <ul style="list-style-type: none"> ➤ Serve as a primary point of contact for employees regarding HR-related inquiries (inbox management), providing accurate and timely information. ➤ Provide quality and timely solutions to employee service needs, applying accurate advice and problem-solving skills. ➤ Develop and update P&C policies and procedures, as directed or required. ➤ Assist in creating communication materials related to P&C initiatives and programs, enhancing employee awareness and engagement. ➤ Collaborate with the Strategy and Performance team to provide timely people data that supports efficiency initiatives. ➤ Work with the Diversity & Inclusion specialist to provide analytics that meet statutory obligations under the Gender Equality Act 2020. ➤ Lead the build and launch of Power BI dashboards for enhanced data visualisation and reporting. ➤ Ensure the accurate setup and ongoing maintenance of the Aurion system to support effective HR operations. |

KEY WORKING RELATIONSHIPS



Direct reports: N/A

Internal: PCS team, Management and ET, Employees

External: Compliance Authorities, Training and Development Providers, Benefits, and Industry Networks

REQUIRED EXPERIENCE, SKILLS, AND COMPETENCIES

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| <p>Qualifications, skills, and experience</p> | <ul style="list-style-type: none"> » A degree, certificate or diploma in human resources management or a related discipline is preferred. » Previous experience working in a HR function in the application of human resource policies, systems and procedures and broad employee lifecycle administration duties; ideally with experience in writing employment contracts and employment-related correspondence, confirmation of employment, HRIS management (organisation changes, salary, performance review), maintaining employee files and management of a shared mailbox (acting as a first point of contact for people and culture enquiries, escalating to the greater People and Culture team where necessary) » Familiarity with HR compliance and policy development is desirable. » High level computer skills with the ability to use and get value from a number of systems. Aurion and Power BI experience an advantage. Proficient in the use of Microsoft Office packages at an advanced level (especially Excel) » Previous experience in generating insightful reports and dashboards and performing analysis on data. |
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- » A good understanding of employment law, national employment standards and award interpretation
- » Well-developed analytical and problem-solving skills, with the ability to identify solutions, assess risk and impacts of decisions or courses of action, a strong eye for detail.
- » Excellent written communication skills and the ability to prepare a range of high-quality business documentation.
- » Highly developed organisational and time management skills with the display of initiative, independence, and ability to meet targets and deadlines so as to achieve specific objectives in the most efficient manner possible within the resources.
- » A solution focused, forward thinking approach with the ability to adapt and adopt change in a dynamic and demanding environment.
- » Flexibility and enthusiasm to support the wider Department and organisation in areas outside the norm.
- » Knowledge and experience in Local Government is an advantage.
- » Licensing and Background Checks: Current Victorian driver’s licence, ability to complete a satisfactory police check, and a current Working with Children Check (WWC).

WHAT WE ARE ALL RESPONSIBLE FOR

Workplace Health, Safety and Wellbeing:

We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.

Diversity, Equity, and Inclusion:

We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.

Code of Conduct:

We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.

Service Promises:

We Empathise | We are Responsive | We are Transparent | We are Consistent | We Follow Through

Safeguarding Children and Young People:

We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers, and Councillors have a legal and moral obligation to keep children safe and promote their best interests.

Sustainability:

We’re committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.

Review date:

November 2024

