

APPLICANT PACK

Coordinator – Human Resources

Workforce Management

Whitsunday Regional Council



RECRUITING FOR:



CONTACT

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Contents

➤ The Role	3
➤ About Whitsunday Regional Council	9
➤ Living in the Region	14
➤ Recruitment Processes and Timeframes	17
➤ Contact	19
➤ Attachment: Position Description	

We respectfully acknowledge the Traditional Owners, as the custodians of the land and waters, on which we work, live and play. We pay respects to the broader First Nations community and to Elders, past, present and emerging and acknowledge their continuing culture and contribution to the life of the region.



The Role

This is a senior leadership role within Council, responsible for leading the Human Resources Workforce Management function and providing high level strategic and operational guidance across the full employee lifecycle. Whitsunday Regional Council seeks a highly skilled operational HR leader to coordinate and uplift the delivery of People & Culture services across the organisation. The Coordinator Human Resources Workforce Management leads the HR Business Partnering function, drives workforce planning and recruitment governance, ensures workforce data integrity, and provides authoritative IR/ER advice within a complex local government environment. This role is central to maintaining strong governance, capability and workforce performance across Council.

The Coordinator Human Resources Workforce Management provides strategic and operational leadership across the full HR lifecycle. The role leads HR Business Partners, oversees recruitment operations and workforce planning, maintains governance over organisational structures and workforce data, and acts as the senior escalation point for complex people matters. A critical requirement of the role is the provision of expert advice on industrial relations and employee relations, including legislative interpretation, award and Certified Agreement application, and representation in external proceedings.

Whitsunday Regional Council serves one of Queensland's most iconic and diverse regions, spanning coastal communities, rural townships and major tourism destinations. The organisation is undergoing structural and cultural transformation, with a strong focus on governance integrity, workforce capability and organisational readiness. The Human Resources Workforce Management function sits at the centre of this work.



Key Responsibilities

Operational Leadership & Service Delivery

- Lead, coach and guide the HR Business Partnering function to deliver consistent, compliant and high-quality workforce support.
- Foster a high-performance, collaborative team culture aligned with Council's values.
- Serve as the escalation point for complex, sensitive and high-risk people matters across the organisation.

Industrial & Employee Relations

- Provide authoritative interpretation of the Queensland Industrial Relations Act, modern awards and Council's Certified Agreement.
- Lead complex grievance, disciplinary, investigation and dispute resolution matters.
- Represent Council in conciliation, arbitration and industrial forums as required.
- Build constructive relationships with unions and lead enterprise agreement consultation processes.

Workforce Planning & Organisational Design

- Lead workforce planning, succession planning and capability initiatives aligned to Council's Strategic Workforce Plan
- Maintain integrity of approved organisational structures, organisational charts and the Occupancy List

Recruitment Governance & Capability

- Oversee end-to-end recruitment processes to ensure compliance, efficiency and workforce alignment.
- Strengthen recruitment governance and performance, including time to fill monitoring.

Workforce Data, Reporting & Insights

- Ensure accuracy of workforce information and deliver regular reports on workforce metrics, trends and risks to executive leaders.

Financial Governance

- Support budgeting, financial forecasting and monitoring of HR operational expenditure.

Capability, Systems & Continuous Improvement

- Partner with Learning & Development to deliver targeted capability uplift programs.
- Drive continuous improvement in workforce management processes and reduce reliance on external IR consultants.
- Collaborate with HR Systems/Payroll and WHS to ensure integrated People & Culture service delivery.

Safety, Governance & Public Sector Standards

- Model Council's values and maintain compliance with all policies, Code of Conduct and WHS obligations.
- Participate in disaster management and business continuity activities when required.



The Team, The Directorate and The Department

The role sits within the People & Culture branch, working closely with Learning & Development, HR Systems/Payroll and Health & Safety. It directly leads HR Business Partners who provide frontline workforce support to Directors and senior leaders. The position is based in Proserpine, with travel to Bowen (Potentially 1–2 days per week).

First 12 Months – Priority Outcomes

- Strengthen internal IR capability and reduce reliance on external consultants through improved case management and legislative interpretation.
- Uplift Business Partner capability in performance management, award interpretation and investigations.
- Implement structured workforce planning cycles and ensure organisational structure governance.
- Improve recruitment governance and deliver measurable improvements to time to fill metrics.
- Establish a consolidated monthly workforce dashboard and executive reporting suite.



About You (Leadership Profile)

You are an experienced HR leader with strong operational capability and deep industrial relations expertise, ideally in local or state government. You demonstrate strong judgement, executive presence, stakeholder confidence and the ability to coach HR professionals to high performance. You deliver clear, defensible advice and thrive in environments requiring structure, governance and continuous improvement.

Qualifications and Experience

Essential

- Tertiary qualification in Human Resources, Industrial Relations, Business or related discipline.
- Demonstrated experience leading HR operations within a complex, multi disciplinary organisation.
- High-level expertise interpreting industrial instruments and legislation.
- Strong capability in coaching and developing HR professionals.
- Experience delivering workforce planning, organisational change and employee relations strategy.
- High-level digital literacy across HR and corporate systems.
- Current Queensland "C" Class driver's licence.

Desirable

- Local government experience.
- Change management and enterprise bargaining experience.
- Budget and financial reporting experience
- Experience using TechnologyOne HR modules.

Why This Role

This is a rare opportunity to step into a senior people and culture leadership role with genuine scope to shape, influence and leave a lasting impact. The Coordinator People Culture and Operations will be central to how Council supports its people through change, builds internal capability and delivers on its strategic workforce priorities.

For an experienced government people leader seeking meaningful work, strong executive engagement and the chance to contribute to a growing regional organisation, this role offers both professional challenge and personal reward within a highly liveable coastal region.

Key Selection Criteria

- **Demonstrated experience leading People & Culture / Human Resources operations in a complex, multi disciplinary organisation**, preferably within local or state government.
- **Proven capability in providing high level industrial and employee relations advice**, including interpretation and application of the Queensland Industrial Relations Act 2016, modern awards and Council's Certified Agreement.
- **Strong leadership and coaching skills**, with demonstrated ability to develop capability, set expectations and support high performing HR Business Partnering teams.
- **Demonstrated experience in workforce planning, succession planning and organisational design**, aligned to corporate and strategic workforce priorities.
- **Experience overseeing end to end recruitment operations**, ensuring governance, compliance and alignment with workforce needs, including monitoring time to fill and recruitment performance.
- **High level data literacy**, with proven experience producing accurate workforce reports, dashboards and insights that inform executive decision making; including governance over workforce structures and data integrity.
- **Demonstrated ability to manage complex grievances, disputes, disciplinary matters and workplace investigations**, ensuring procedural fairness, robust documentation and risk mitigation; experience representing organisations in industrial forums is highly regarded.
- **Exceptional stakeholder engagement and communication skills**, with the confidence to influence and partner effectively with executives, Directors, unions, legal advisors and employees across all levels.
- **Experience contributing to or monitoring HR operational budgets, forecasting and workforce related financial governance**.
- **High level digital capability**, including proficiency with HRIS, LMS, safety systems and Microsoft 365 applications; experience with TechnologyOne HR modules is desirable.

Note: You must be an Australian Citizen or hold the appropriate visa to work in Australia to apply for this role. Leading Roles will undertake checks to confirm your right to work in Australia at the offer stage.



Remuneration and Benefits

Joining Whitsunday Regional Council will see you welcomed into a supportive and thriving environment within an experienced and dedicated team. You will be part of a community that values Accountability, Leadership, Safety, Trust, Unity and Pride.

Benefits of the attractive TRP role include:

- Permanent Full Time Position.
- Salary: \$104,049.37 – \$139,736.01 p.a. (9 Day Fortnight)
- Salary: \$118,616.28 - \$159,299.06 (10 Day Fortnight)
- Superannuation: 12% employer contribution
- Work Pattern: 9 Day fortnight (or option of 10 Day Fortnight)
- Relocation Assistance: Up to \$8,000 (conditions apply)
- Pool vehicles are available for travel between sites
- Parental Leave – Primary Caregiver 14 weeks, Secondary Caregiver 3 weeks
- Employee Assistance Program for employees and family members
- Healthy Lifestyle Initiative – Council will reimburse eligible employees up to \$200 per financial year for approved lifestyle-related expenses that support health, wellness and work-life balance. Eligible expenses may include: Gym or fitness centre memberships, Exercise or wellness classes (e.g., Yoga, Pilates), Participation in sporting clubs or recreational activities, Health and wellbeing programs or workshops and Exercise, sporting or recreation equipment.

What is included in relocation assistance

New appointee removal expenses may include:

- Household goods and chattels as well as the personal belongings of the appointee and their spouse and dependent children living at home at the time of appointment;
- The transportation of one motor vehicle;
- The transportation of one recreational craft;
- The transportation of household pets limited to one dog and/or one cat. The costs of boarding of such animals will not be met by Council;
- The associated packing and unpacking by the removalist and included in the required quotations;
- Insurance for goods in transit and storage if required;
- Temporary storage of goods with the exclusion of pets for a maximum period of 4 weeks;
- Temporary accommodation; and
- Redelivery expenses incurred in moving goods and chattels from temporary storage to the residence in the Whitsunday Regional Council area.



About Council

The Whitsunday region is in the heart of tropical north Queensland, about 1,100 km north of Brisbane and 700 km south of Cairns and is home to approximately 38,580 residents.



Whitsunday Regional Council serves one of Queensland's most iconic and diverse regions, encompassing coastal communities, rural townships and world-renowned natural environments. Council is committed to delivering services that support sustainable growth, community wellbeing and economic resilience.

The Whitsunday region extends over 23,862 square kilometres and includes the major townships of Airlie Beach, Bowen, Proserpine, Cannonvale and Collinsville with numerous rural and coastal communities and residential areas scattered throughout the region.

Key employment sectors include agriculture, mining, tourism, construction, manufacturing and transport industries.

The organisation is guided by a strong focus on future readiness, with active investment in workforce capability, systems improvement and contemporary governance. Council values collaboration, respect and service excellence, and places people at the centre of its decision-making.

Council administers in excess of \$1.4 billion in assets, including four library branches, six aquatic facilities, four customer service centres, and various major infrastructure and equipment. They maintain 1784 km of roads and 120 parks and open spaces.

The Council is led by a Mayor and six divisional Councillors.

Links to Council Information





Corporate Plan Summary

Whitsunday Regional Council's Corporate Plan 2025–2030 represents the five-year strategic blueprint guiding all council decisions, services, and capital investment. It articulates a future where the region thrives on a resilient and diverse economy while preserving its liveability and natural assets. Council's vision states:

"A united community working together to drive a resilient and diverse economy and a liveable environment," with a mission "to ensure the Whitsunday Region thrives for everyone, now and in the future."

Strategic Pillars:

The Plan is structured around five interconnected strategic themes:

- 1. Our Economy** – Advance economic development through regional partnerships, tourism growth, and investment attraction.
- 2. Our Community** – Deliver vibrant, inclusive communities with high-quality liveability and services.
- 3. Our Environment** – Protect, preserve and enhance the region's natural environment and foster climate resilience.
- 4. Our Council** – Strengthen governance, organisational capability, financial sustainability and community trust.
- 5. Our Infrastructure** – Invest in sustainable infrastructure that supports growth and long-term service delivery.

Key Projects and Initiatives:

The Corporate Plan outlines high-level initiatives under each theme, supported by measurable outcomes. Highlights include:

- Implementing the Economic Development Strategy 2030, with a focus on strategic investment and emerging industries.
- Advancing major place-based planning initiatives, such as the Airlie Beach, Cannonvale, Bowen Foreshore, and Abbot Point master plans.
- Strengthening asset management through lifecycle planning, with an emphasis on roads, stormwater, and community facilities.
- Enhancing organisational culture and staff capability, while embedding customer experience improvements.
- Promoting environmental protection through waste management strategies and renewable energy initiatives.

This plan underpins Council's Operational Plan and Budget, ensuring a transparent link between community aspirations and Council's actions.

Sources:

- [Whitsunday Regional Council Corporate Plan 2025-2030](#)
- [Whitsunday Regional Council Operational Plan 2025-2026](#)



Financial Performance & Long-Term Plan

Whitsunday Regional Council has implemented a significant financial transformation aimed at achieving long-term sustainability while improving service delivery and operational efficiency.

Current Financial Position

As of the 2025–2026 financial year:

- **Operating Revenue:** \$134.8 million
- **Operating Expenses:** \$135.2 million
- **Capital Expenditure:** \$55.8 million
- **Asset Base:** \$1.3 billion
- **Total Loans:** \$91.9 million
- **Net Result:** Operating deficit of \$428,000 (budgeted), with a focus on restoring surplus position by FY2026–27.

Key Financial Sustainability Metrics

Council monitors performance against Queensland Treasury Corporation's sustainability ratios:

- **Operating Surplus Ratio:** -0.3% (target: $\geq 0\%$)
- **Net Financial Liabilities Ratio:** 34% (target: $\leq 60\%$)
- **Asset Sustainability Ratio:** 81% (target: $\geq 90\%$)

Although Council is currently under the target for Asset Sustainability Ratio, steps are being taken to rectify this through asset planning reforms and prioritised capital delivery.

Long-Term Financial Plan Strategy

Council's long-term financial plan is structured to:

- Restore operating surpluses by 2026–27. Ensure infrastructure investment aligns with population growth and asset renewal needs.
- Minimise debt exposure while maintaining capital delivery through external funding and grants.
- Strengthen own-source revenue through improved cost recovery, rating equity and service level rationalisation.

Council is also investing in business system upgrades to better support forecasting, reporting and evidence-based decision-making across departments.

Sources:

- [Whitsunday Regional Council Operational Plan 2025-2026](#)
- [Budget Statement and Rating Strategy 2025-2030 \(included in Operational Plan\)](#)



Summary of Economic Development Strategy

The Whitsunday Economic Development Strategy 2030 sets an ambitious course for regional economic growth, diversification, and investment attraction.

Strategic Vision: *To build a dynamic and thriving economy recognised nationally and globally for innovation, competitiveness, and liveability.*

Strategic Pillars:

The strategy is built around three central pillars:

- 1. Strategic Investment** – Attracting private sector capital, securing grant funding, advocating for major projects, and supporting master plan precincts.
- 2. Business & Employment Growth** – Developing education and training infrastructure, promoting entrepreneurship, and addressing housing and workforce supply.
- 3. Prosperous Places** – Improving place-based planning, tourism diversification, housing growth strategies, and promoting regional lifestyle appeal.

Key Initiatives:

- Establishment of an Investment Prospectus and Incentives Scheme targeting resources, tourism, agriculture, and future industries (bioeconomy, aerospace, etc.).
- Delivering an Economic Driving Event Investment Plan to leverage high-impact events, including sailing events linked to the 2032 Olympic and Paralympic Games.
- Supporting the creation of a Whitsunday University Hub and Centre for Excellence in future industries.
- Implementing a Local Housing Action Plan to secure housing for essential workers and attract population growth.
- Developing a Whole-of-Region Advocacy Platform to support major infrastructure projects, public services and private sector priorities.

The action plan includes 18 specific deliverables over a five-year period, aligned to sector-specific and place-based outcomes across tourism, mining, agriculture and future-focused industries.

Sources:

- [Whitsunday Regional Council Economic Development Strategy 2030](#)



Organisational Culture and Community Satisfaction Survey Results

Organisational Culture

Council is committed to creating a values-based culture focused on safety, integrity, respect and innovation. The Operational Plan 2025–26 includes strategic actions to:

- Build a diverse and inclusive workforce.
- Enhance leadership capability and staff development.
- Implement structured performance management systems aligned to strategic outcomes.
- Foster a customer-focused ethos through service delivery reviews and improved systems.

Community Satisfaction

The most recent Community Satisfaction Survey (CSS) undertaken in 2022 aimed to benchmark Council’s performance, understand customer service perceptions and guide strategic improvement areas. Key Results:

- Overall Satisfaction: 3.53 out of 5 (from the 2021 survey).
- Highest Performing Services: Libraries (4.18), parks and open space (3.85), waste services (3.70). Top Improvement Priorities (2021 & 2022):
- Road maintenance
- Tourism and economic development
- Town centre revitalisation
- Local job creation and business support

Areas for Improvement

Council has recognised the need to:

- Improve transparency and communication with residents.
- Increase responsiveness to service requests and complaints.
- Enhance maintenance of local infrastructure.
- Continue upgrading digital platforms for customer interaction.

In response, the Operational Plan includes actions to modernise customer interfaces, review service levels and embed continuous feedback loops from community engagement.

Sources:

- [Whitsunday Regional Council Operational Plan 2025-2026](#)
- [Customer Satisfaction Survey 2022](#)



Living in the Region



Housing

The Whitsunday region offers a diverse housing market that caters to a range of lifestyles, from coastal living to hinterland and rural settings. Housing options include established family homes and modern residential estates in Proserpine, coastal apartments and townhouses in Airlie Beach and Cannonvale, and larger properties or acreage in surrounding rural localities. While demand for housing reflects the region's lifestyle appeal and growing population, there are opportunities across both the rental and owner-occupier markets. Compared with major metropolitan centres, the Whitsundays continues to offer attractive lifestyle value, particularly for those seeking proximity to the coast, outdoor living and a strong sense of community.



Educational Facilities

There are several schooling options in the Whitsunday region including several state primary and high schools, and numerous private schools offering education up to year 12. Tertiary education is also covered with a Queensland TAFE Campus located in Cannonvale and the CQ University and James Cook University both located in Mackay, which is approximately 2 hours drive.



Healthcare

There are excellent medical centres throughout the region and local hospitals; Proserpine Hospital and the Whitsunday Community Health Clinic that service the local community.



Living in the Region



Shopping & Dining

The Whitsunday region is famous for fresh seafood, and the local dining options are varied from a-la-carte to pub-style meals available to cater to all palates. Shopping for everyday essentials is readily available throughout the region, with boutique and specialty stores located in the hub of Airlie Beach.



Sports & Recreation

There are plenty of parks and open spaces with six aquatic facilities spread throughout the region, and if you prefer a team sport there are local sporting clubs available including touch footy, sailing, tennis, golf, and a local motorbike racing club.



Getting Around

The Whitsunday region is located about 1,100 kilometres north of Brisbane CBD and 600 kilometres south of the Cairns CBD. The area is served by major highways, the Brisbane-Cairns Railway line and the Proserpine, Hamilton Island, and Whitsunday airports.

Our Whitsunday : Our Utopia



Recruitment Process and Timeframes



How To Apply?

Please submit your application via the Leading Roles website. Please upload:

- Your CV
- A covering letter addressing the [Selection Criteria \(page 7\)](#)



Evaluation Process

Leading Roles and Whitsunday Regional Council will determine a shortlist of suitable applicants based on desktop review of applications and initial interviews with a select group of applicants.

Applicants that have been shortlisted will be advised and asked to attend an interview with the interview panel. Whitsunday Regional Council may elect to undertake further interviews as required.

Preferred / shortlisted applicants may be required to undertake psychometric assessments to assist in understanding the working preferences and attributes and potential fit to the role. You will also be required to undergo a criminal history check, VEVO “right to work” check as well as financial probity checks.



Indicative Timeframes



Applications Open

- Wednesday 25 February 2026



Applications Close

- 5:00 pm AEST Wednesday 18 March 2026



Initial Assessment

- Week Commencing 16 March 2026



Council Interviews

- Week Commencing 30 March 2026, panel availability dependent.

*Note these timeframes are indicative only and may change subject to the outcomes of the recruitment process, council staff and candidate availability.

Privacy Information

Leading Roles is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by employees of Leading Roles. Your information will be provided to authorised Council Officers, including Human Resources and the relevant selection panel members. It will not be given to any other person or agency unless you have given us permission, or we are required by law.



What Happens Next?

At Leading Roles, we prioritise candidate care and engagement throughout the recruitment journey. The process typically takes 6 to 8 weeks, from submission of your application, and we strive to keep you informed with regular updates.

While feedback may not be immediate, we assure you that we will contact you with updates and relevant information as soon as possible. The schedule below indicates when you will hear from us. Thank you for your understanding as we carefully manage a high volume of applicants and coordinate with client schedules.

Stage	What to Expect
Week 1-3 Application Stage	<ul style="list-style-type: none"> • Application Acknowledgment: Prompt acknowledgement of your application.
Week 4 Initial Interviews	<ul style="list-style-type: none"> • Applicant Review: We work closely with our clients to determine longlisted applicants that match the requirements for the role. • Video Conference Interviews: Initial interviews with longlisted applicants. • Feedback: Shortlisted applicants agreed with client. Feedback provided to applicants.
Week 5 & 6 Client Interviews	<ul style="list-style-type: none"> • Preparation: Shortlisted candidates receive a briefing prior to client interview. • Panel Interviews: Consultants facilitate client interviews, at the discretion of the client, online or in-person. • Feedback: Post-interview feedback provided to candidates.
Week 5 & 6 Verification	<ul style="list-style-type: none"> • Checks: Simple online verification, including: <ul style="list-style-type: none"> ◦ Reference Checks ◦ Criminal History and Right to Work Checks ◦ Psychometric Assessments (if requested by client)
Week 6 Offer & Negotiation	<ul style="list-style-type: none"> • Negotiation: Consultant to support salary negotiations. • Engagement: Direct candidate engagement with the Council for contract questions and onboarding.
Week 6 to 8 Project Finalisation	<ul style="list-style-type: none"> • Future Opportunities: If unsuccessful, with your permission, you'll be added to our Talent Pool for future opportunities.
Post Placement	<ul style="list-style-type: none"> • Check-in: Regular check-ins throughout the first year.



ANGIE SIMMONDS

Principal Talent Consultant



Angie's experience is primarily as an internal recruiter, working in both the blue- and white-collar spaces. Initially studying law, Angie realised that while people engagement was important in her career path, she wanted to influence people's lives in a different way. In 2015, Angie found herself in a Recruitment role and that's when she found her passion.

She loves that recruitment can be challenging, but also that you get to engage with all different types of people and personalities and ultimately change lives. Angie enjoys relationship building, learning and delivering high quality outcomes for candidates and clients.

CONTACT

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Client Rating



Candidate Rating





ATTACHMENT

Position Description

Position Description

Coordinator – People and Culture Operations

POSITION TITLE:	Coordinator – People and Culture Operations
POSITION NUMBER:	10601
DIRECTORATE:	Office of the Mayor & CEO
BRANCH:	People and Culture
EMPLOYMENT CONDITIONS:	Whitsunday Regional Council Certified Agreement Local Government Industry Award (Stream A) 2017
POSITION STATUS:	Permanent Full Time
POSITION LEVEL:	Level Six (6) – Level Eight (8)
ACCOUNTABLE TO:	Manager People and Culture
LAST REVIEWED DATE:	October 2025

COUNCIL VALUES

Whitsunday Regional Council's culture is driven by the following values:



ACCOUNTABILITY

We are responsible, open and transparent about what we do and how we do it.

LEADERSHIP

We provide good direction and good decision making for our organisation and community in an understanding environment that embraces trust and continuous improvement.

SAFETY

We actively care for the health and wellbeing of our organisation and community.

TRUST

We foster trust within our community and organisation.

UNITY

We work together as a cohesive and proactive team.

PRIDE

We take pride in our diverse community and the service we deliver.

Position Description

Coordinator – People and Culture Operations

PRIMARY PURPOSE

Work in partnership with Council to lead the delivery of high-quality, compliant, and contemporary People & Culture services across the organisation. Provide strategic and operational leadership to the People and Culture Business Partnering function, ensuring alignment with Council's objectives, Corporate Plan priorities, and Strategic Workforce Plan actions. Drive the implementation of people-focused programs, policies, and initiatives that support organisational performance, workforce capability, and a positive workplace culture.

KEY RESPONSIBILITIES

1. Provide strategic direction, coaching, and oversight to People and Culture Business Partners to ensure consistent, high-quality support to internal stakeholders.
2. Foster a collaborative and high-performing team culture aligned with Council's values and strategic objectives.
3. Deliver high-level advice and guidance on complex Industrial Relations/Employee Relations matters, including award interpretation, policy application, and legislative compliance under the *Queensland Industrial Relations Act 2016*.
4. Oversee the management of grievances, disputes, and disciplinary matters, ensuring timely and fair resolution.
5. Develop and implement strategies for managing complex Industrial Relations/Employee Relations cases in collaboration with internal stakeholders and legal advisors.
6. Act as a key liaison with union representatives, fostering constructive relationships and leading enterprise bargaining and consultation processes.
7. Represent Council in external forums, including conciliation and arbitration proceedings as required.
8. Lead the development, implementation, and monitoring of workforce plans in alignment with Council's Strategic Workforce Plan and Corporate Plan.
9. Collaborate with senior leaders to identify workforce trends, capability gaps, and succession planning needs.
10. Maintain and oversee the Council's Occupancy List and Organisational Chart, ensuring accuracy and alignment with approved structures.
11. Provide regular reporting and analysis on workforce metrics, trends, and team deliverables to inform strategic decision-making.
12. Oversee end-to-end recruitment processes, ensuring alignment with Council's workforce needs and compliance with relevant policies and legislation.
13. Prepare and present reports on team performance, HR deliverables, and key workforce indicators.
14. Support the Manager of People & Culture in financial forecasting, budgeting, and monitoring of Human Resource operational expenditure.
15. Monitor and report on recruitment activity, time-to-fill metrics, and workforce diversity outcomes.
16. Partner with the Learning & Development team to build organisational capability and deliver targeted training aligned with Council's competency frameworks and strategic goals.
17. Serve as the first escalation point for complex people matters within Directorates, providing expert advice and facilitating resolution in line with Council policies and values.
18. Drive the implementation of strategic Human Resource initiatives and report on progress against key milestones and deliverables.

Position Description

Coordinator – People and Culture Operations

19. Identify opportunities for continuous improvement and innovation in Human Resources service delivery.
20. Undertake any other duties as reasonably directed within the limits of the employee's skills, competence and training.

OPERATIONAL ACCOUNTABILITIES

1. Promote and model Council's Values and Behaviours at all times, fostering a culture of respect, integrity, and service excellence.
2. Ensure compliance with all relevant legislation, industrial instruments, and Council policies, maintaining a high standard of ethical and professional conduct.
3. Champion a proactive and solutions-focused approach to people management, acting as the first point of escalation for complex or sensitive matters within the Directorate.
4. Collaborate with internal stakeholders, including the Senior Systems Coordinator and Learning & Development team, to deliver integrated and effective People & Culture services.
5. Maintain oversight of workforce data integrity, including the Occupancy List and Organisational Chart, ensuring accurate and timely reporting to support strategic decision-making.
6. Provide regular operational and financial reporting to the Manager Human Resources, including updates on recruitment activity, workforce planning, and team deliverables.
7. Lead and contribute to the implementation of Council's Strategic Workforce Plan and Human Resource Management Plan, ensuring alignment with organisational goals.
8. Foster a culture of continuous improvement by identifying and addressing gaps in processes, systems, and service delivery.
9. Support a safe and healthy workplace by promoting a strong safety culture and complying with Council's Health and Safety Duty Statement and associated procedures.
10. Engage constructively with unions and employee representatives, supporting collaborative industrial relations and enterprise bargaining processes.
11. Participate in Council's disaster management and business continuity activities as required, including emergency response and recovery operations.
12. Protect and manage Council's information and technology assets in accordance with relevant policies and legislative requirements.
13. Demonstrate a commitment to customer service excellence, ensuring all interactions are professional, timely, and aligned with Council's service standards.
14. Undertake other duties as reasonably directed, consistent with skills, competence, and training.

ORGANISATIONAL ACCOUNTABILITIES

1. Workplace Health and Safety

- Actively participate and promote a safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness and operate in accordance with Council's Health and Safety Duty Statement and associated safety policies/procedures.

Position Description

Coordinator – People and Culture Operations

2. Culture

- Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council.
- Comply with Council's Code of Conduct and all Council policies and procedures at all times.

3. Information Services and Technology

- Protect and manage Council's information assets in accordance with legislative, policy and process requirements.
- Use Council's technology appropriately and with respect.

4. Disaster Management

- Assist, support and participate in Council's response to a disaster event, including any exercises and/or any event where the Business Continuity Plan is activated.
- Employees may be required to undertake duties during emergencies and disasters as necessary that may not be related to their substantive role.

5. Customer Service

- Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.

6. Financial Accountability and Governance

- Models' compliance with Council's purchasing Policy.
- Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.
- Legislative Sub-Delegations and authorisations may also be applicable.

QUALIFICATIONS/SKILLS

Essential

1. Tertiary qualification in Human Resources, Industrial Relations, Business, or a related discipline.
2. Proven experience in leading Human Resource operations within a complex, multi-disciplinary organisation, preferably in the public or local government sector.
3. High-level written and verbal communication skills, with the ability to develop and present policies, reports, and correspondence tailored to diverse audiences.
4. Demonstrated expertise in interpreting and applying Queensland industrial relations legislation, modern awards, and enterprise agreements.
5. Strong interpersonal and influencing skills, with the ability to build trusted relationships and effectively manage stakeholder expectations.
6. Demonstrated experience in managing and mentoring Human Resources professionals, with a focus on capability development and performance outcomes.



Position Description

Coordinator – People and Culture Operations

7. Proven ability to manage competing priorities, meet deadlines, and deliver high-quality outcomes in a dynamic environment.
8. Demonstrated experience in workforce planning, organisational change, and employee relations strategy development.
9. High-level digital literacy, including proficiency in HRIS, LMS, safety management systems, and the Microsoft Office suite.
10. Current Queensland “C” Class driver’s licence and the ability to travel across Council locations as required.

Desirable

1. Experience working in a Queensland local government environment, with a sound understanding of its industrial and legislative context.
2. Demonstrated experience in leading change management initiatives and driving employee engagement strategies.
3. Experience in enterprise bargaining and union consultation processes.
4. Familiarity with financial reporting and budget management within a corporate or government setting.
5. Experience using TechnologyOne systems for HR, payroll, or workforce planning functions.

ACKNOWLEDGEMENT

This Position Description provides a general indication of the responsibilities and nature of the work to be undertaken by the employee. It is not intended to be a comprehensive list of all duties, tasks and/or requirements of the role.

The Position Description is reviewed on a regular basis and may be varied, with consideration being made for the employee’s skills, experience and expertise. Any changes will be made in consultation with the employee.

**Employee
Signature:**

**Employee
Name:**

Date:

**Supervisor/Manager
Signature:**

**Supervisor/Manager
Name:**

Date:



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