



People & Culture Officer

Position Number:	19	Department:	Corporate Strategy & Performance
Level:	4	Award:	Local Government Officers' Award
Remuneration:	\$77,723.74 Base Salary	PLUS superannuation, housing and district allowances (if eligible) is available to the successful candidate, depending on experience, skills and qualifications (pro-rata for part-time).	
Reports to:	Manager People, Culture & Wellbeing	Direct Reports:	Nil
Last Reviewed:	Senior People & Culture Officer	Date:	14/01/2026
Approved:	Executive Manager Corporate Strategy & Performance	Date:	14/01/2026

OUR ORGANISATION

The Shire of Carnarvon provides excellent customer service across a wide range of programs, facilities and services that contribute to maintaining and enhancing our community. At the heart of our organisation are our values which underpin how our employees perform their duties and engage with the community and stakeholders.

Our CARECHIP is what gives us the drive to serve our community.

We take pride in knowing that our employees and new recruits share our values, and we like to think that everyone who chooses to collaborate with us brings this CARECHIP with them.

C A R E C H I P

Courage Authenticity Respect Excellence Cohesion Humility Inclusion Passion

POSITION OVERVIEW

The People & Culture Officer is responsible for delivering comprehensive human resources and work, health and safety services across the organisation, assisting in the developing and maintaining of the human resources and WHS framework, with a strong focus on supporting people-first principles. The role champions a positive safety culture by empowering leaders and employees through training and ongoing capability development.

This includes but isn't limited to providing generalist HR support, including end-to-end recruitment (advertising, shortlisting, interviewing, onboarding, and induction), training coordination (both internal and external programs), and Work Health and Safety (WHS) support that assists in the compliance with relevant WHS legislation, risk assessments, safety audits and incident investigations, and drives continuous improvement across safety systems and practices. In addition to this, the role will also provide general support in the end-to-end functions of payroll and will backfill People & Payroll functions as required.

The incumbent also contributes to developing and maintaining HR systems, records, and processes, ensuring the delivery of high-quality, compliant, and efficient HR and administrative services that support a positive workplace culture and operational effectiveness across the organisation.

COMMUNITY STRATEGIC OBJECTIVES

In 2040 Carnarvon is a place where:

- ★ Our equitable community is actively involved in and are responsible for developing innovative, local solutions that transcend our region for a safe and unified 6701.
- ★ Our economy fosters investment and productivity in industries befitting Carnarvon’s physical and natural environment and that grow our horizons.
- ★ Our sustainable livelihoods create a community that can flourish into the future.
- ★ Our holistic health care facilities provide services from the womb to the grave.
- ★ Our educational opportunities from early childhood to adulthood are tailored and relevant to the individual.
- ★ Our infrastructure, housing and amenities are high quality and accessible.
- ★ Our community acknowledges our history and celebrates our diverse cultures.
- ★ Our community is engaged, inclusive and supportive.

KEY ROLE OUTCOMES AND MEASUREMENT

OUTCOMES		MEASUREMENT	
★	Demonstrate successful leadership through the application of the Shire's core values by promoting a work culture of sustainability, quality improvement, efficiency, and excellent customer service that	★	Continuously model Shire values in all aspects of work.
★	Ensure compliance with the Local Government Act (WA) 1995 and any relevant legislation.	★	Compliance with the Act and any other legislation relevant to this position.
★	Assist in the development, implementation and maintenance of WHS policies, procedures, and programs in alignment with the Local Government Act (WA) 1995 and WHS Act (WA) 2020.	★	WHS audit results, compliance with HR policies and industrial relations standards. Compliance audit.
★	Maintain WHS documentation and ensure accurate, timely reporting to internal and external bodies.	★	Timely completion of reporting to relevant bodies.
★	End-to-end recruitment processes completed efficiently and in line with policy, ensuring the attraction and retention of high-quality candidates.	★	Recruitment timelines, quality of hires, onboarding feedback, and retention rates.
★	Smooth and professional onboarding and offboarding processes that support employee experience and compliance.	★	Recruitment timelines, quality of hires, onboarding feedback, and retention rates.
★	Maintain accurate and confidential employee records in line with legislative and organisational requirements.	★	Record accuracy rate, compliance with data retention and privacy policies.
★	Development and delivery of training programs that align with organisational needs.	★	Training completion rates, employee feedback on training sessions.
★	General HR support to improve workforce management and employee engagement.	★	Resolution time for HR queries, employee engagement scores.

KEY RESPONSIBILITIES AND TASKS

KEY RESPONSIBILITIES		EXAMPLE TASKS	
★	Assist in the coordination of regular safety audits, inspections, and assessments to identify hazards and risks proactively, and subsequently develop, oversee, and monitor the implementation of effective control and mitigation measures.	★	Review and action tasks received from Safety Champion and the WHS framework.

★	Assist in the thorough investigations into all incidents, accidents, and near-misses, implement necessary corrective actions, and actively manage and support workers' compensation claims, return-to-work programs, and general injury support.	★	Manage incident reports as they're received and implement actions relevant to those reports, following all relevant procedures in a timely manner to ensure the completion of all investigations.
★	Promote and develop a positive safety culture through engagement by assisting in WHS committee meetings, shared accountability, and continuous learning, while delivering WHS training, inductions, and providing expert advice to managers and employees to support safe decision-making and legislative compliance.	★	Provide training and coaching on a regular basis to increase safety and hazard awareness across the organisation.
★	Prepare HR and payroll-related reports for management and external bodies	★	Compile and submit regular payroll, workforce, and compliance reports; assist with internal and external audits.
★	Identify, schedule, and deliver internal and external training programs liaising with SBT, Trainees and Apprenticeships.	★	Assess training needs, coordinate training sessions, and monitor completion of both internal and regulatory training.
★	Maintain training records and compliance with mandatory training requirements	★	Keep training logs up to date and ensure all employees complete required training on time.
★	Provide WHS support	★	Assist with incident reporting, maintain WHS records, and monitor compliance with WHS policies and procedures.
★	Assist with HR functions including recruitment processes, complete turnover processes, probation and performance reviews.	★	Support end-to-end recruitment, onboarding, induction, and performance management processes.
★	Support HR reporting and policy development	★	Prepare workforce analytics, assist with policy review and updates, and maintain compliance documentation.
★	Provide advice and guidance on HR, payroll, and employment matters	★	respond to employee and management queries regarding pay, leave, and HR policies, ensuring advice aligns with legislation and internal standards.
★	Coordinate employment contracts and variations	★	Draft, issue, and maintain contracts, extensions, and position changes in accordance with Shire procedures.
★	Support workforce planning and organisational development initiatives	★	Contribute to workforce analysis, turnover monitoring, and skill development planning.
★	Manage confidential and sensitive information responsibly	★	Maintain privacy and confidentiality in all HR and payroll matters, ensuring secure record management.
★	Provide general HR and administrative support	★	Maintain employee records, respond to queries, assist with HR documentation and data entry.
★	Provide general administration and organisational support in customer service both internally and externally.	★	Assist with customer service, respond to general inquiries, support sales and procurement functions, and provide records management assistance and reporting as required.
★	Support continuous improvement of HR and payroll processes	★	Identify opportunities to streamline systems and workflows, contribute to process improvement initiatives.

★	Participate in end of month procedures, audits and compliance reviews	★	Provide accurate documentation, respond to audit queries, and ensure corrective actions are implemented.
★	Contribute to a positive organisational culture by assisting in coordinating and delivering communications inline with level and remuneration.	★	Support staff engagement activities, recognition programs, and community initiatives that align with Shire values.

WORK HEALTH SAFETY RESPONSIBILITIES

- ★ To take reasonable care for their own safety and health and to avoid harming the safety and health of other people through any act or omission at Shire workplaces. And as relevant:
- ★ Proactively comply with all Shire WHS Policies, Procedures, and Guidelines, Practice, duties and other relevant conditions. As well as with the WA WHS Act 2020, WHS (General) Regulations 2022, all other relevant Regulations,
- ★ As far as reasonably possible comply with instructions given by their employer or an authorised person in the interests of safety and health and in accordance with the WHS Act.
- ★ Must report to their manager, supervisor, WHS Representative, PC&S and/or other relevant contact person work
- ★ Must use, store and maintain personal protective equipment as properly instructed, and not damage or misuse any
- ★ Participate in and where possible provide leadership for a continuous improvement culture of safety where best practice initiatives are entrenched in daily business activities.

LICENCES, REGISTRATIONS, MEMBERSHIPS OR QUALIFICATIONS REQUIRED OF THE ROLE

- ★ Current Western Australia Driver's License.
- ★ Tertiary qualification in Human Resources, Business, Finance, or a related field (or working towards one).

ESSENTIAL CRITERIA

- ★ Highly developed ability to uphold a values-based approach in the workplace.
- ★ Experience in payroll processing and HR functions.
- ★ Strong understanding of payroll legislation, superannuation, and taxation.
- ★ Experience with payroll reconciliation and reporting.
- ★ High level of confidentiality, discretion, and attention to detail.
- ★ Ability to deliver and coordinate training programs.
- ★ Understanding of WHS legislation and workplace culture initiatives.
- ★ Strong communication and problem-solving skills.
- ★ Proficiency in payroll software and Microsoft Office Suite.

DESIRABLE CRITERIA

- ★ Previous experience in local government HR functions.
- ★ Understanding of HRIS and workforce planning tools.
- ★ Knowledge of industrial relations legislation.
- ★ Cert IV in Training and Assessment or Work Health and Safety (or willingness to obtain).

POSITION COMPETENCIES

Experience	
Focus of Role	Administrative
Experience Level	Specialist knowledge in the context of the organisational requirements.
Tasks	
Context Method	Range of tasks guided by policy, objectives or professional standards.

Skill Level	Knowledge is applied to recurring circumstances, may include the application of specialist skills.
Judgement and problem Solving	
Problem Solving	Choose from alternative approved options in diagnosing and solving problems.
Judgement	Interpret and apply from a combination or range of responses within an established framework.
Supervision and Independence	
Level of Supervision	Supervision is team based, with clear direction on tasks to be performed but latitude within individuals within the team on the completion of parts of an overall task.
Organisational Relationships and Impact	
Work Area Relationships	Sound knowledge of the impact on other work areas, seek approval from senior staff on changes to procedure, schedule or routines.
Public/Other Staff Relationships	Provide advice or assistance based on depth of knowledge, including information on procedure, rules or techniques.
Impact	Decisions made directly impact own work area
Interpersonal Skills	Effective communication with members of the public, clients and other staff and the resolution of routine and usual matters.
Job Competencies	
Time Management	Advanced: Able to manage multiple competing tasks and prioritise amongst a range of functions. May assist others with time management.
Conflict Resolution	Intermediate: Able to handle a range of routine and usual requests from staff or members of the public and resolve minor differences of opinion and/or requiring further explanation.
Planning & Organisation Skills	Intermediate: Applies discretion in own task sequencing, may develop job specific systems to assist in
Safety Procedures	Intermediate: Assists in the development of JSAs, SWMS, and other safety procedures for own work
Administration Skills	Advanced: Able to set up administrative processes, including record keeping, filing, and tracking systems and train others in the use of these processes and systems.
Equipment Operation	N/A
Supervision Skills	N/A
Project Management	Intermediate: Contributes to the achievement of project plans by monitoring compliance functions, deliverables relating to part of the project plan. May provide assistance with forward planning, estimating and budgeting requirements of project.
Policy and Procedure Development	Intermediate: Research, develop and recommend / suggest changes for internal procedures or work processes which impact on the section or department.
Policy or Legislative	Fundamental: Apply procedures or work processes to own work.
Report Writing	Advanced: Research, develop, and write detailed and non-standard reports in their field of expertise. Contribute to, or write subject to review, reports to Council or external regulatory authorities.
Budgeting Skills	Fundamental: Coordinate and adhere to set budgets in purchasing at a higher level than generating
Customer Service Skills	Advanced: Effectively communicate with clients and members of the public and in the resolution of
Decision Making Skills	Intermediate: Decisions made may impact internal and external stakeholders. May make
Management Skills	N/A

PREEMPLOYMENT SCREENING REQUIRED FOR THIS ROLE

- ★ National Police Clearance - Less than 6 months old

- ★ Pre-employment Medical Screening
- ★ Alcohol and Other Drug screening
- ★ Commitment to the Shire's values and Code of Conduct.

REMUNERATION AND BENEFITS

The successful applicant will join the Corporate Strategy & Performance Team with a starting salary from \$ 77,723.74 per annum, plus allowances (if eligible) and superannuation.

Other cash benefits include but not limited to

\$ 1,201.11	p/a District Allowance* (pro-rata for part-time).
\$ 4,592.47	p/a Housing Allowance* (pro-rata for part-time).
\$ 1,307.85	p/a Annual Leave Loading 17.5% (pro-rata for part-time).
\$ 10,022.08	p/a Superannuation (Statutory) (pro-rata for part-time).
\$ 1,670.35	p/a Superannuation additional 2% (Optional, subject to employee salary sacrifice)*
\$ 3,500.00	Retention bonus upon completion of 3 years of service*
\$ 440.00	p/a Annual Leave Travel Assistance

Leave Entitlements*

5 Weeks Annual Leave
 2 Local Government Public Holidays
 10 Days of Paid Personal Leave
 10 Days of Paid Pandemic Leave
 38 Hours of Paid Volunteer Emergency Services Leave

Additional Allowances and Subsidies as per Attraction and Retention Policy*

Salary Sacrificing for a range of benefits
 Annual Leave Travel Assistance Payment
 Local Club Membership Subsidies
 Gym Membership Subsidy
 Annual Pass for Aquatic Centre

**Subject to Corporate Policy*

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.