



cfa.vic.gov.au

Position description

Details

TITLE	HR Officer	POSITION NUMBER	Multiple
CLASSIFICATION	PTA level 2	REPORTS TO	HR Services Team Leader
DIRECTORATE/ REGION/TEAM	HR Services, People and Culture	LOCATION	Headquarters, Burwood East
DIRECT REPORTS	NIL	DATE	July 2021

Our organisation

WHO WE ARE CFA is a Statutory Authority accountable to government for the delivery of emergency services through its paid and volunteer workforce

VISION Victorian communities are prepared for and safe from fire

MISSION To protect lives and property

Our values and guiding principles

These key behaviours are consistent across CFA and all staff will perform their positions in accordance with the following:

We put SAFETY first We are committed to ensuring the safety of the communities we protect. We actively pursue zero harm. We want everyone to get home safe and well. We have a harmonious workplace. We encourage discussions on safety matters.

We excel through TEAMWORK We work together to achieve our mission. We openly share information and resources and acknowledge each other's strengths. We work cooperatively in inclusive teams. We work collaboratively for the benefit of the Victorian community. We respect and embrace open communication.

We are dynamic and ADAPTABLE We are dynamic and constantly adapting in response to community need. We are open to the challenge of a changing environment. We are proactive and make it happen. We challenge the status quo and recognise innovators. We learn from each other and our community.

We act with INTEGRITY We act with integrity at all times. We are truthful, open and honest. We consistently lead by example. We make transparent and timely decisions. We speak up if we see something wrong. We are accountable and will hold one another to account.

We RESPECT each other We treat everyone fairly and with respect. We acknowledge each other's ideas, opinions and contribution. We welcome diversity. We show empathy and understanding. We respect the time of our people.

Victorian communities are prepared for and safe from fire

OUR VISION

Primary purpose

Provide efficient and accurate HR administrative support to the HR Services team and the Manager HR Shared Services.

Specific duties and accountabilities

- Check and validate accuracy of staff movement action requests (HR eForms) and prepare HR letters / correspondence ensuring employee details and entitlements are accurately recorded.
- Act as the first point of contact to provide timely and accurate information for employees and managers to resolve first level inquiries on processes or policy;
- Monitor the HR Services mailbox providing responses to employee queries and escalating matters for HR Advisor response where required.
- Efficiently assigning and monitoring workflows from the centralised HR Services mailbox and E-forms as required.
- Support all activities associated with the HR lifecycle including managing regular compliance based processes (probation dates, performance progression etc).
- Assist with updating HR policies and procedures.
- Undertake records management administration for personnel files including managing the creation, maintenance and archiving processes.
- Provide administration support to the HR Shared Services Team and Manager HR Shared Services including systems and reporting.
- Develop and maintain administrative systems and procedures for the HR Advisory Services team.
- Undertake tasks and projects as directed by the Manager HR Shared Services and report regularly on progress.
- Other reasonable duties as required

Safety, Wellbeing and Environment

CFA employees have specific accountabilities for safety, wellbeing and environment (SW&E) at work. They must:

- Comply with all measures taken to safeguard them while at work, including SW&E policies, procedures and instructions.
- Attend any training or briefing required to provide them with SW&E information needed to carry out their role safely.
- Report any SW&E incident, near miss or unsafe situation without delay.
- Become familiar with emergency and evacuation procedures and comply with any instruction given by nominated people (such as fire wardens or first aiders) in the event of an emergency at their work location.
- Use and maintain any safety devices and/or personal protective equipment provided for their safety.
- Be conscious of the importance CFA places on environmental care and take steps to ensure that no environmental harm results from any of their actions.
- Act in a manner which demonstrates a commitment to CFA Child Safe policies and comply with the Victorian Government Child Safe Standards.
- CFA employees act in an environmentally responsible manner at all times.

Inclusion and Fairness

- Act in a manner which demonstrates a commitment to CFA Inclusion and Fairness policies, procedures and regulations.

Code of Conduct

- Demonstrate CFA values and behaviours and comply with the Code of Conduct.

Policies and Procedures

- Comply with CFA policies, procedures and regulations

Key selection criteria

- Demonstrated administrative experience within a similar Human Resources environment and/or qualification in Human Resources.
- Effective and efficient word processing and written communication skills.
- Computer literate, especially Microsoft Suite applications (Word, Excel, Outlook).
- Effective communication and interaction skills to be able to liaise with internal/external customers in a professional and customer service manner.
- Demonstrated organisational skills with the ability to meet ongoing strict deadlines.
- Ability to operate as a member of a team with minimal supervision.
- Demonstrated ability to use initiative and apply common sense and discretion in carrying out tasks and upholding confidentiality.

General requirements

- Hold a valid Working with Children Check
- Be prepared to participate in Incident Management support roles appropriate to experience and qualifications.
- There may be times when it is required to work outside normal business hours i.e. evenings and weekends to meet requirements of our volunteer members