POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Senior Advisor People Services	**Level**	8
Business Unit	People & Culture	**Position Number**	01236
Directorate	Office of the CEO	**Date Established**	September 2012
Reporting to	Coordinator People Services	**Date Updated**	November 2026

2. KEY OBJECTIVES

- Provide expert advice and guidance in the development, implementation and management of strategic and operational matters across People Services.
- Work collaboratively and proactively with supervisors and managers to ensure delivery of contemporary people management.
- Contribute to the development of key initiatives, projects and continuous improvement.
- Work closely with a portfolio of diverse business units to ensure best practice outcomes.

3. KEY ACCOUNTABILITIES

- Complete activities in accordance with the Business Unit Plan, Corporate Business Plan, Strategic Workforce Plan, and other relevant plans.
- Provide accurate information and advice in accordance with legislation, enterprise agreements, protocols and associated documented procedures.
- Ensure diligence is applied to People programs, policies and processes.
- People initiatives meet legislative, organisational, strategic, and operational needs.
- Information is handled in a professional, discreet, and confidential manner.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies and practices.
- Financial activities are undertaken in accordance with the City's purchasing protocols and practices.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES

Outcome: Strategic People Services

- Provide expert interpretation advice to supervisors and employees on the City's Enterprise Agreements, contractual matters, employment legislation and related City policies and processes.
- Advise on and complete job design, analysis and evaluation to facilitate the creation and review of Position Descriptions.
- Research, develop, review, improve and implement policies, procedures and processes.
- Prepare a range of documentation including contract variations, letters, reports and memos.
- Actively support customer understanding of employment legislation, processes and practices.
- Contribute to key projects, people related initiatives and continuous improvement within the business unit.
- Support and participate in the City's recruitment and Induction processes as required.
- Participate as a People Services representative on interview panels as required.
- Develop and maintain electronic process maps.
- Research and knowledge share on contemporary people related practices.
- Develop and analyse data and information to ensure informed decision-making.
- Contribute to monthly reporting within designated timeframes.
- Enter and maintain people related data and provide reporting where required.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge, and experience.

Outcome: Employee Relations

- Provide expert advice on employee relations issues including, but not limited to, grievances, bullying and harassment, discrimination, misconduct, absenteeism, performance management and fitness for work.
- Support the implementation and understanding of the City's Enterprise Agreements and various other terms and conditions of employment.
- Partner with formal leaders providing timely coaching, guidance, direction, and support regarding sensitive and complex people issues, including:
  - Case management, including industrial disputes, grievances, performance management, harassment, bullying, discrimination, fitness for work and disciplinary issues resulting from misconduct or serious misconduct.
  - Management of formal complaints and workplace investigations.
  - Redeployment and redundancy matters, case management of employees displaced as a result of organisational change or operational requirements.
  - Workforce Planning, change management support and advice.

Outcome: Relationship Management/Customer Service

- Provide exceptional customer experience with a focus on service excellence, responsiveness, quality consistent advice and attention to detail.
- Develop and maintain positive, harmonious and collaborative business relationships with all levels of management, and all internal and external stakeholders.
- Participate in organisational process improvement programs and in collaborative development or implementation programs with managers and other employees relating to new initiatives or service improvements.
- Identify Business Unit customer expectations and support the delivery of positive outcomes, including provision of advice, service levels, process information and resource adjustments.

- Work closely with the People Services team and Coordinator to ensure a consistent approach to resolving people matters.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Highly Developed Skills:
- Interpersonal, influencing, and coaching to obtain information and build relationships.
- Interpretation and application of current Employment Legislation, Enterprise Agreements, and Awards.
- Written and verbal communication, including presentation skills.
- Managing sensitive and confidential matters while ensuring policy and process is adhered to.
- Problem solving, creative thinking and research skills.
- Microsoft Office, people management systems and appropriate use of AI.
- Time management and organisation, in a busy environment with competing priorities and multiple stakeholders.
- Analytical and reporting skills.

Sound Knowledge:
- Contemporary people management practices and principles.
- Legislation relevant to employment law and the framework within Local Government.
- WAIRC, Equal Employment Opportunity and Work, Health and Safety legislation.
- Workforce planning principles, job design and evaluation.
- Recruitment and selection best practice and process.

Demonstrated Experience:
- Working as a Senior Advisor within a People Services Function.
- Advising on employee relations and Agreement interpretation matters.
- Undertaking job design, analysis and job evaluation processes.
- Supporting leaders with workforce planning to achieve positive outcomes.

Qualifications/Clearances:
- Qualification or progression towards completion of formal studies in Human Resources Management and/or extensive relevant experience.
- Current National Police Clearance.

6. EXTENT OF AUTHORITY

- Exercises a degree of autonomy but advice is available for complex matters.
- Provides expert advice on a range of activities for the business.
- Establishes work priorities and monitors workflow in areas of responsibility.
- Exercises initiative and judgment where practice and direction are not clearly defined.
- Solutions to problems can generally be found in legislation, precedents and guidelines or instructions. Can refer complex issues or matters of interpretation to supervisors for advice.

7. WORKING RELATIONSHIPS

Level of Supervision:
- Works under limited direction.

Internal:
- Senior Leadership
- Managers and Supervisors
- All Employees.

External:
- External specialist consultants
- WA Local Government Association
- Union Representatives
- Other local governments.

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0