

Position Description



Position Title	People Officer
Position No	00071186
Delegation Level	006
Job Designation	HR Officer (HR Central)
Organisational Unit	HR Central
	People Services
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Team Member - PPR
Shiftworker	No
Classification (Range)	AS4 .1 - AS4 .4
Pay Scale Type	ASPT
Reports to Position	People Officer Lead

QUEENSLAND RAIL VALUES:

1 Queensland Rail - We do better together
Treat others with respect - We appreciate everyone's contributions and differences
Empower our people - We have confidence in our people
Act Safely - We work safe, to go home safe
Make a positive difference - We learn from today, to improve tomorrow

Position Purpose

Provide high quality professional advice, coaching and support of Human Resource Management practices across the employee lifecycle, with a strong focus on HR Systems integrity, to ensure governance requirements and organisation objectives are met.

Position Responsibilities

1. Review and process all employee lifecycle actions and positions in relevant HR systems in line with People & Culture governance principles, ensuring set Key Performance Indicators' are met, and stakeholder expectations are managed.
2. Provide professional advice, support, education and coaching to leaders on contemporary Human Resource Management (HRM) practices, ensuring compliance with relevant policies, Enterprise Agreements and legislative requirements with an emphasis on quality and timely customer service excellence.
3. Maintain a strong customer focus by identifying and escalating complex enquiries as appropriate and ensuring prompt responses to customer enquiries and effective resolution of matters.
4. Manage and maintain accurate enquiry records, ensuring the timely and robust capture of data into relevant systems.
5. Manage work priorities to ensure best practice outcomes and mandatory deadlines are achieved.
6. Identify and contribute ideas and suggestions for continuous improvement opportunities that fosters a culture which values safety, customer service and workplace diversity.
7. Maintain knowledge of emerging trends and developments relating to HRM, industrial relations and workplace issues, providing consistent advice, solutions, and recommendations to leaders.
8. Contribute to a performance culture that reflects a high level of

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customer service, teamwork and collaboration and builds the capability of the team.

Additional Factors

The appointee will be required to :-

- Comply with Queensland Rail's Code of Conduct;
- Observe all legal and safety obligations of the organisation;

What is the key selection criteria

1. High level of customer service, interpersonal and communication Skills.
2. Substantial level of knowledge of HR systems and processes and their linkage and interdependency with other relevant systems.
3. Substantial level of skill in the provision of advice, support and awareness on P&C matters, such as enterprise agreements, specifications, and policies.
4. Substantial knowledge of and ability to efficiently acquire relevant systems skills.
5. Substantial coaching, analytical, negotiation and problem-solving skills.
6. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Pre-employment Checks:

Not Applicable

Health, Safety and Environment Responsibilities

Comply with the overarching document called Health, Safety and Environment Responsibilities MD-11-6843 located in the Safety and Environment Management System.

Personal Protective Equipment needs:

Refer to relevant business instructions.

Safety Publications

Refer to relevant business instructions.

Please Note:

Queensland Rail has a random alcohol and other drug testing program.
Testing can occur anywhere, at any time, on any day.