



Mansfield Shire

Position Description

People and Culture
Support Officer

High Country, Lakes and Rivers



People and Culture Support Officer

Mansfield Shire Council aims to work with our community to continue to build a Shire that is recognised for its balanced social, economic and environmental development that acknowledges the diverse needs and values of our communities.

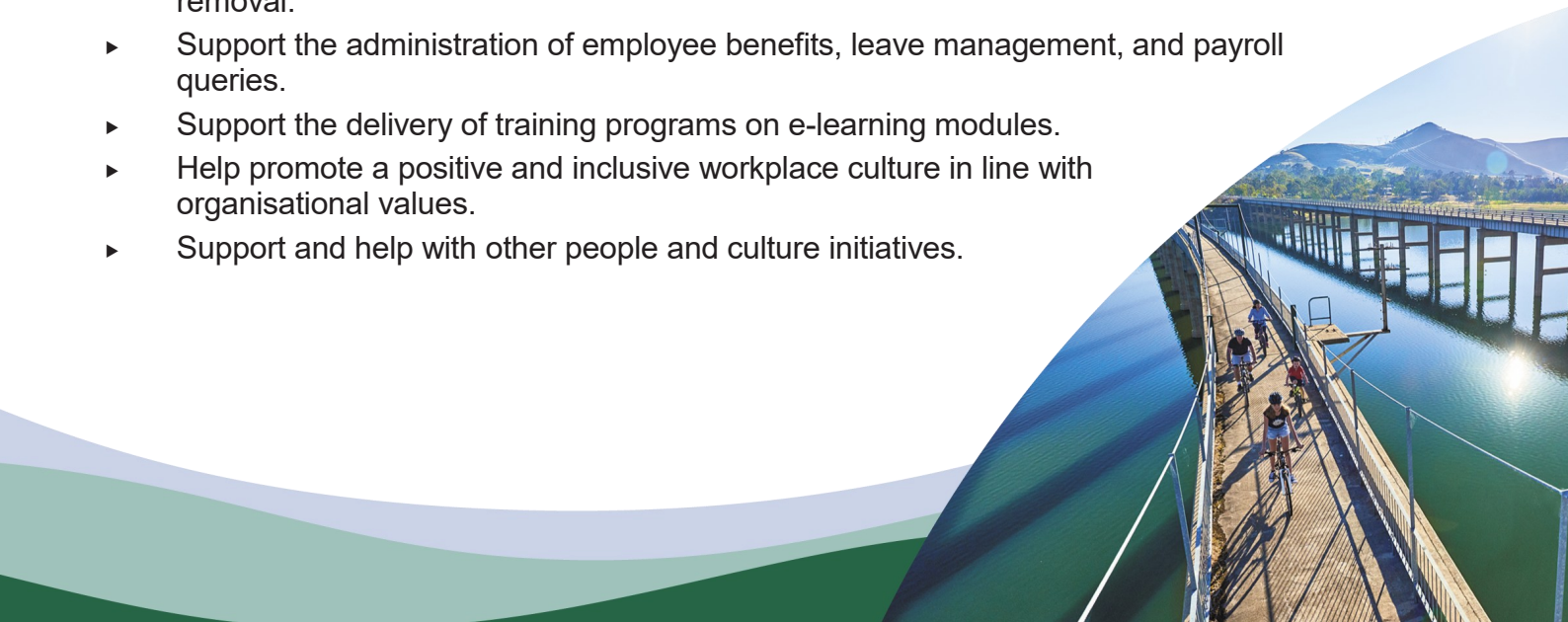
Position Number	Classification	Date
108.1	Band 4	April 2026
Unit	Enquiries	Status (FTE)
People and Culture	Insaf Ismail	0.6

Position Overview

The People and Culture Support Officer provides administrative and operational support to the People and Culture team. This position is integral to delivering a positive employee experience, ensuring smooth HR processes, and supporting the organisation's people strategy. The successful candidate will be a proactive and detail-oriented individual who is passionate about people.

Key Responsibilities

- ▶ Maintain accurate and up-to-date employee records on HRIS & records system.
- ▶ Draft employment contracts, letters of offer, variation letters, and other HR correspondence.
- ▶ Support the end-to-end recruitment process including job postings, interview scheduling and checks.
- ▶ Coordinate onboarding and induction activities to ensure a positive new starter experience.
- ▶ Support with offboarding process including exit documentation and systems access removal.
- ▶ Support the administration of employee benefits, leave management, and payroll queries.
- ▶ Support the delivery of training programs on e-learning modules.
- ▶ Help promote a positive and inclusive workplace culture in line with organisational values.
- ▶ Support and help with other people and culture initiatives.



Organisational Relationship

Reports to

Coordinator People and Culture

Supervises / Manages

Nil.

Internal Liaisons

- ▶ All employees and managers
- ▶ Payroll, Finance and IT teams

External Liaisons

- ▶ General public
- ▶ Consultants and facilitators
- ▶ Local Government Victoria

Specialist Knowledge and Skills

Knowledge of:

- ▶ Office 365

Skills and Competencies

- ▶ The skills and knowledge needed are those acquired through Secondary education. Additional skills will be gained through completion or current enrollment in any relevant studies.

Our Values

Communication

Co-operation

Trust and
Honesty

Respect

Qualifications and Experience


Experience

- ▶ Experience in an HR or Administration support role is desirable.

Qualifications

- ▶ Currently following a Certificate, Diploma or a Bachelors in Human Resources Management or any other similar qualification.

Key Selection Criteria

- ▶ Demonstrated interest in Human Resources or Business Administration, supported by relevant studies or a desire to undertake formal qualifications.
 - ▶ Demonstrated experience in an HR administration or support role.
 - ▶ Strong organisational and time management skills with the ability to manage competing priorities.
 - ▶ Excellent written and verbal communication skills.
 - ▶ High level of accuracy and attention to detail.
 - ▶ Proficiency in Microsoft Office Suite and experience with HRIS systems.
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Position Descriptors – Band 4

Organisational Accountabilities

- ▶ Ensure that Mansfield Shire Council's Code of Conduct and all policies and procedures are adhered to including Occupational Health and Safety (OH&S) and Human Resource management procedures and practices
- ▶ Support organisational development and continuous improvement initiatives within the Council.
- ▶ Understand the principles of risk management and their application to all Council activity.
- ▶ Provide quality customer service and accurate information on Council products and services and communicate with customers in a friendly and courteous manner
- ▶ Effectively manage customer enquiries and complaints and deliver punctual and reliable service.
- ▶ Provide assistance with Municipal Emergency Services as required.
- ▶ Ensure that full and accurate records of activities and decisions are created and captured and observe records management procedures in accordance with Council policy.
- ▶ Be committed to the implementation of the Council Plan and annual Business Plan of Council.
- ▶ Work cooperatively and ensure positive communication and relationships with all staff, across all departments.
- ▶ Contribute to the improvement of the department by innovation and personal initiatives and contribute to team meetings.
- ▶ A commitment to the principles that support the safety and wellbeing of all children.

Interpersonal Skills

- ▶ This position requires the ability to gain cooperation and assistance from both other employees and customers.
- ▶ Oral and written communication skills to enable the preparation of routine correspondence and reports if required.

Organisational Context

The Mansfield Shire Council organisational structure has been developed with the following departments reporting directly to the CEO:

- ▶ Community Health & Wellbeing
- ▶ People, Communication & Governance
- ▶ Capital Works & Operations
- ▶ Investment & Planning Services.
- ▶ Business & Finance

This structure has been designed to ensure a clear focus on the delivery of best value services and to utilise the skills and experience of staff in the most effective manner.

Extent of Authority

- ▶ The role will be required to provide information to customers and information and support to more senior employees. There may be a requirement from time to time to also supervise resources including other employees.
- ▶ Freedom to act is limited by standards and procedures and work will generally fall within specific guidelines with scope to exercise discretion in the application of established standards and procedures.
- ▶ Sufficient freedom will be given to be able to plan workload in advance.
- ▶ Decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.

Judgement and Decision Making

- ▶ This position has the objectives of the work well defined, however particular methods, processes or equipment to be used will be selected from a range of available alternatives. This often requires the quantification of the amount of resources needed to meet objectives.
- ▶ The particular tasks to be performed by this role will involve selection from a range of techniques, systems, equipment, methods or processes.

Management Skills

- ▶ Skills in managing time, setting priorities and planning and organising one's own work.
- ▶ Basic knowledge of, and ability to implement personnel practices and the ability to provide employees under this role's supervision with on-the-job training and guidance.

Diversity and Inclusion

- ▶ Mansfield Shire Council is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.
- ▶ We value inclusion and diversity within our workforce and our community, supporting the invisible and visible qualities of all who walk through our doors. As an employee of Mansfield Shire Council, you will respect and show kindness to all regardless of ethnicity, sexuality, identity or any other protected attribute.

How to apply

- 1 Cover letter**

Prepare a cover letter providing a snapshot of why you are interested in the position and the reasons we should hire you. Include any required information that has been outlined in the job advertisement. Your cover letter should be no longer than one page in length.
- 2 Key selection criteria**

Respond to the list of key selection criteria clearly demonstrating how your qualifications and/or experience would help you to meet the requirements of the role. **Please ensure that you address all key selection criteria contained within the position description.** This document should be kept to a maximum of two pages if possible.
- 3 Resumé**

Provide your up to date resumé containing a summary of your skills, employment history, experience, knowledge and abilities. A good resumé will be tailored to the position you are applying for with emphasis on the skills and experience that directly relate to the role.
- 4 Submit your application by the closing date**

Once you have collated the necessary documents, visit the Mansfield Shire Council's 'Information for Applicants' web page at mshire.co/applicant-information, for information on how to submit your application. All information must be received by Council prior to the advertised closing date.

For more information please contact:

Insaf Ismail, Coordinator People and Culture on (03) 5775 8503

More detailed information on how to apply is available at

mshire.co/applicant-information

including tips for addressing key selection criteria, writing a cover letter and resumé.

OFFICE USE ONLY

Authorised by Acting
CEO:



Employee's
Signature

Date:

27/4/2026

Employee's
Name

Date: / /



Mansfield Shire