

POSITION DESCRIPTION

POSITION TITLE:	Capability and Culture Advisor
DIVISION:	Directorate People, Customer and Communications
DEPARTMENT:	Capability and Culture
SECTION:	Capability & Culture Program
CLASSIFICATION:	Band 5

KEY RESPONSIBILITIES AND DUTIES

1. Program Coordination and Delivery

- Working within established frameworks, policies, procedures and approved program plans, coordinate the delivery of Culture & Capability programs and events.
- Coordinate program logistics, scheduling, communications, participant engagement and delivery activities to support successful outcomes.
- Prepare and maintain program materials, resources, records and documentation.
- Provide event and workshop coordination support, including on-the-day delivery activities.
- Monitor program actions, milestones and deliverables, ensuring activities are completed within agreed timelines and standards.
- Exercise judgement in the coordination of program activities and resolution of routine issues, escalating complex matters where appropriate.
- Provide advice and support to employees, leaders and stakeholders on program processes, requirements and participation opportunities.
- Ensure all program activities are delivered in a timely, organised and professional manner and aligned to agreed objectives and outcomes.

2. Employee Experience Programs

Coordinate the delivery of employee experience, recognition, leadership and employment pathway programs, including but not limited to:

- Welcome to Hume
- People Leader Induction
- All for Hume Awards
- Years of Service Recognition
- Leadership development programs
- Work Experience and Passport to Work programs
- Support the consistent delivery of employee lifecycle touchpoints across programs.
- Contribute to a positive employee experience through high-quality program coordination and customer service.
- Support participation and engagement activities that strengthen employee connection, recognition and development.

3. Stakeholder Engagement and Support

Build and maintain productive working relationships with employees, leaders, internal stakeholders, external providers and program partners.

- Provide timely, professional and customer-focused support in response to enquiries and requests.
- Work collaboratively across Council to coordinate activities and support successful program outcomes.
- Liaise with suppliers, facilitators and service providers to support the effective delivery of programs and events.
- Maintain confidentiality and professionalism when managing employee and organisational information.

4. Program Planning, Systems and Reporting

Coordinate program delivery across an established annual, quarterly and monthly schedule of activities.

- Maintain accurate records, participation data, tracking systems and program documentation.
- Monitor progress against program schedules, milestones and deliverables and provide updates as required.
- Support program evaluation through feedback collection, data tracking and preparation of routine reports.
- Ensure data, records and documentation are accurate, complete and maintained in accordance with Council requirements.
- 5. Continuous Improvement
- Identify opportunities to improve program coordination, administrative processes and participant experience.
- Contribute to the development of consistent, efficient and sustainable program delivery practices.
- Assist with the review and refinement of program resources, templates, systems and processes.
- Share insights and lessons learned to support continuous improvement across Culture & Capability programs.

ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Coordinator Organisational Development
Supervises:	N/A
Internal Contacts:	Strategic Communications team Culture and Capability function P&C peers and colleagues Senior Leadership team Team Leaders and Coordinators
External Contacts:	Various vendors

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ORGANISATIONAL CONTEXT

VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

OUR VALUES

At Hume City Council, our Values underpin everything that we do.

	We're better, every day We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.
	We're in it together At Hume, everyone matters. We welcome and include all. Respect and safety are expected.
	We show up We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.
	All for Hume We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.

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WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

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SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

HUMAN RIGHTS APPLICATION

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

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POLICE CHECK: The incumbent must have and maintain a current Police Check	
WORKING WITH CHILDREN CHECK: The incumbent must have and maintain a current Working with Children Check	☐ YES x ☐ NO
PRE-EMPLOYMENT MEDICAL CHECK - The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.) - The incumbent must undergo a Pre-Employment Audio Test	☐ YES x ☐ NO ☐ YES x ☐ NO
OTHER DUTIES Responsibilities and duties included in this position description are subject to the <i>Multi-skilling</i> provisions of the <i>Hume City Council Enterprise Agreement</i> as varied from time to time.	

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Coordinating the delivery of employee experience, recognition, leadership and employment pathway programs within established frameworks, policies, procedures and approved program plans.
- Ensuring programs, events and activities are delivered in a timely, accurate and professional manner and aligned to agreed standards and outcomes.
- Maintaining accurate program records, participant information, tracking systems and documentation.
- Providing advice and support to employees, leaders and stakeholders on program processes, participation requirements and timelines.
- Contributing to a positive employee experience through effective coordination, communication and customer service.
- Identifying operational issues and opportunities for improvement and escalating matters outside delegated authority as required.
- Exercising confidentiality and discretion when handling employee and organisational information.

JUDGEMENT AND DECISION MAKING

- Applying judgement to plan, prioritise and coordinate activities across multiple programs within established guidelines and timeframes.
- Determining appropriate administrative, communication and logistical arrangements to support successful program delivery.
- Resolving routine operational issues and stakeholder enquiries using established procedures and practices.
- Monitoring progress against agreed schedules, milestones and deliverables and escalating complex matters when required.

SPECIALIST KNOWLEDGE AND SKILLS

- Knowledge of program and event coordination practices, including scheduling, logistics, communications and stakeholder engagement.

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- Understanding of employee experience, onboarding, recognition, learning and development, or related people and culture programs.
- Well-developed administrative and organisational skills with the ability to coordinate multiple activities and maintain accurate records.
- Ability to interpret and apply established policies, procedures, program guidelines and administrative processes.
- Proficiency in Microsoft Office applications and organisational systems, including SharePoint
- Strong attention to detail and ability to maintain confidentiality and accuracy in all aspects of work.
- Ability to collect, maintain and report on program participation and delivery information to support continuous improvement

MANAGEMENT SKILLS

- Ability to plan, organise and coordinate multiple programs, events and activities within established priorities and timeframes.
- Ability to monitor progress against schedules, milestones and deliverables and follow through on agreed actions.
- Skills in coordinating stakeholders, suppliers and service providers to support program delivery.
- Effective time management and prioritisation skills within a structured annual, quarterly and monthly delivery cycle.
- Ability to identify opportunities to improve work practices and administrative processes.
- Ability to work with a high degree of reliability, initiative and accountability while working within established frameworks.

INTERPERSONAL SKILLS

- Well-developed communication skills, with the ability to communicate clearly, professionally and effectively with employees, leaders and external stakeholders.
- Ability to build and maintain positive and productive working relationships across a diverse organisation.
- Strong customer service skills, with a focus on providing responsive, professional and helpful support.
- Ability to provide clear information, guidance and support to stakeholders while maintaining confidentiality and discretion.

QUALIFICATIONS AND EXPERIENCE

- Demonstrated experience in an administration, coordination or program support role, preferably within People & Culture, Learning and Development, employee experience or a similar environment.
- Experience coordinating programs, events or initiatives, including logistics, communications, stakeholder engagement and record management.
- Experience using organisational systems and digital platforms to maintain records, track participation and support reporting.
- Understanding of employee recognition, onboarding, learning and development or similar employee programs is desirable.

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TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	☐	☐	☐	x ☐
– below 10kgs	☐	☐	☐	x ☐
Manual handling frequency	☐	☐	☐	x ☐
Repetitive manual work	☐	☐	☐	x ☐
Repetitive bending/twisting	☐	☐	☐	x ☐
Repetitive kneeling/squatting	☐	☐	☐	x ☐
Working with arms above head	☐	☐	☐	x ☐
Lifting above shoulder height	☐	☐	☐	x ☐
Using hand tools – vibration/powerful	☐	☐	☐	x ☐
Operating precision machinery	☐	☐	☐	x ☐
Close inspection work	☐	☐	☐	x ☐
Wearing hearing protection	☐	☐	☐	x ☐
Wearing eye protection	☐	☐	☐	x ☐
Wearing safety shoes/boots (steel cap) / gum boots	☐	☐	☐	x ☐
Wearing other relevant PPE	☐	☐	☐	x ☐
Working in dusty conditions	☐	☐	☐	x ☐
Working in wet/slippy conditions	☐	☐	☐	x ☐
Working with chemicals/solvents/detergents	☐	☐	☐	x ☐
Washing hands with soap (hygiene)	☐	☐	☐	x ☐
Working at heights	☐	☐	☐	x ☐
Working in confined spaces	☐	☐	☐	x ☐
Working in chillers (+4 degrees C)	☐	☐	☐	x ☐
Performing clerical duties	☐	☐	☐	x ☐
Working on a keyboard	☐	☐	☐	x ☐
Driving cars and/or trucks	☐	☐	☐	x ☐
Other (please specify)	☐	☐	☐	x ☐
Other special features (e.g. nature of chemicals, travelling requirements etc):				

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

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SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Program and Event Coordination

- Demonstrated experience coordinating programs, events or initiatives, including scheduling, logistics, communications, stakeholder engagement and administration in particular in employee program focused activities.

2. Planning and Organisation

- Well-developed organisational skills, with the ability to manage multiple priorities, coordinate competing activities and deliver outcomes within agreed timeframes.

3. Stakeholder and Customer Service Skills

- Demonstrated ability to build effective working relationships and provide responsive, professional and customer-focused support to a broad range of stakeholders.

4. Communication and Interpersonal Skills

- Well-developed written and verbal communication skills, with the ability to prepare communications, provide clear information and work collaboratively across a diverse organisation.

5. Systems, Administration and Attention to Detail

- Demonstrated experience using organisational systems and digital tools to maintain accurate records, manage information and support reporting, with a high level of attention to detail and confidentiality.

6. Working Within Established Frameworks

- Demonstrated ability to work independently within established policies, procedures and program frameworks, applying sound judgement to resolve routine issues and support effective program delivery.

7. Continuous Improvement and Initiative

- Ability to identify opportunities to improve processes, participant experience or administrative practices and contribute to continuous improvement initiatives.

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