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Job Title	Corporate Services Assistant
Department	Corporate Services Department
Reports to	Corporate Services Officer


Main Purpose of Job

The Corporate Services Assistant will play a critical role in promoting and enhancing employee well-being, driving learning and development initiatives, and coordinating performance management within Council. This position requires a deliberate mindset with a strong focus on improving the overall employee experience, engagement, and organizational performance. The CSA will ensure the smooth implementation of wellness programs, employee training, and performance management strategies to foster a high-performing and well-supported workforce. This role is critical in fostering a healthy, skilled, and high-performing workforce while ensuring efficient human resources operations. The ideal candidate will be detail-oriented, proactive, and passionate about enhancing employee well-being and organizational effectiveness in a local government context.

Main Responsibilities

- 1. Employee Wellness Program Management:**
 - Design, implement, and manage wellness programs that promote physical, mental, and emotional well-being among employees.
 - Organize wellness activities, workshops, and events, focusing on stress management, work-life balance, and healthy living.
 - Monitor and evaluate the effectiveness of wellness programs and suggest improvements based on employee feedback.
 - Provide resources and support to employees for health and wellness initiatives, including counselling services, fitness programs, and mental health awareness.
 - Collaborate with external partners, such as wellness providers and healthcare professionals, to offer a comprehensive wellness plan.
 - Collect and analyze employee feedback to evaluate program effectiveness and recommend improvements.

- 2. Learning and Development:**
 - Conduct needs assessments to identify skill gaps and training opportunities within the organization.
 - Support the identification of training needs through surveys, consultations, and skills gap analyses.

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- Develop and implement a comprehensive training and development program that supports both individual and organizational growth. Help develop career development plans in collaboration with department heads.
- Organize and facilitate internal and external training sessions, workshops, and seminars.
- Work with department heads to ensure training aligns with business goals and employee career development.
- Monitor employee progress and performance post-training and adjust programs as necessary.
- Maintain training records and provide regular reports to senior management on training completion rates and outcomes.

3. Performance Management:

- Administer and support the performance management process, including goal setting, performance reviews, and feedback cycles.
- Ensure the performance appraisal system is aligned with Council objectives and employee development.
- Coach managers and employees on effective performance feedback and performance improvement techniques.
- Identify top performers and recommend strategies for retention and growth, while also assisting underperforming employees with development plans.
- Ensure a fair and transparent performance evaluation process and provide assistance in resolving performance-related issues.
- Maintain performance records and assist in analyzing trends to inform retention and development strategies.

4. Employee Engagement & Retention:

- Collaborate with management to develop employee engagement initiatives to create a positive work environment.
- Analyze employee engagement surveys and feedback to identify areas for improvement.
- Recommend programs or actions to improve employee satisfaction, morale, and retention.
- Promote a culture of continuous learning and development through recognition programs, career growth opportunities, and feedback systems.

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5. Compliance and Reporting:

- Stay updated on HR trends and regulations related to employee wellness, training, and performance management.
- Ensure wellness, training, and performance management initiatives comply with legal and Council standards.
- Prepare regular reports on employee wellness, training effectiveness, and performance metrics to provide insights to senior leadership.
- Manage human resources documentation related to wellness, training, and performance (e.g., records, policies, reports).
- Ensure compliance with local labour laws, Municipal regulations, and Council policies.
- Assist in preparing reports for senior management on HR metrics (e.g., wellness participation, training completion rates).

Functional Standards

- Strong communication skills: Able to interact effectively with employees and management.
- Problem-solving skills: Capable of identifying issues and developing solutions related to wellness, training, and performance.
- Empathy and active listening: Strong ability to understand and address employee concerns related to wellness and performance.
- Time management: Ability to manage multiple tasks and priorities effectively.
- Data analysis: Comfort with assessing performance metrics and training outcomes.
- Knowledge of best practices in HR, wellness programs, learning and development, and performance management systems.
- Strong communication, organizational, and interpersonal skills.
- Ability to work collaboratively across departments and build relationships at all levels.
- Ability to assess employee needs and develop strategies to address them effectively.

Required Qualifications/Experience

- Bachelor's degree in Human Resources, Industrial Psychology, or related field.
- Proven experience (3 - 5 years) in HR with a focus on employee wellness, learning and development, and performance management, in a fast-paced environment.
- Experience with HR software and learning management systems is a plus.
- Registration with a professional body (e.g. IPM).