MELBOURNE WATER POSITION DESCRIPTION

People Hub Advisor

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
People Hub Manager	This role has no direct reports

THIS ROLE EXISTS TO: (PURPOSE)

- Deliver customer-centric service excellence of Melbourne Water's People Hub operational services including onboarding, remuneration, leave, performance, transition, off boarding and administration, to facilitate a positive employee lifecycle experience for all leaders and employees
- Provide first level advice and triage for all enquiries relating to employment conditions; including EBA, Policy and procedures
- Provide team support to Operational Services Projects to drive continuous improvement initiatives ensuring integrated and seamless delivery of P&C operational services to the organisation, including the development of intuitive digital solutions
- Act as the conduit between managers and employees, the centres of expertise building and maintaining strong working relationships and acting as trusted advisor

KEY ACCOUNTABILITIES:

- Deliver high quality operational services that support the employee lifecycle such as onboarding, leave, employee file and data management, performance management, transition and termination of staff
- Deliver quality first level advisory service and operational support for all facets of Job Evaluation and Position Management
- Provide quality first level advisory service and operational support for employment conditions; including EBA, Policy and procedures.
- Participate and contribute to the development and delivery of operational services improvement projects for policy, procedure and digital solutions for People Hub services including intranet, self-service information, electronic forms, process improvement, query tracking, reporting and analytical capabilities
- Participate in the delivery of EAP, learning and development, pod, reward & recognition and work experience programs
- Build and maintain internal and external stakeholder relationships to maintain an understanding of People Services related issues and opportunities for improvement across Melbourne Water.
- General People Services administrative support
- Maintain accurate and up to date records of all employee data and document control.
- General administration including Contracts, preparation of letters, document management
- Act as a brand ambassador for People and Transformation by role modelling Melbourne Water values and behaviours
- Understand and follow the processes and procedures in line with our Integrated Management System (IMS).

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KEY RESPONSIBILITIES	KPIs
• Be the initial point of contact for People Services taking responsibility for the provision of clear and consistent advice, support and information for all employees across the business on all People related matters	• Employee engagement survey results • Feedback from customers and stakeholders • Compliance obligations met & maintained
• Provide excellent customer service in the provision of a range of People services	• Feedback from customers and stakeholders • Timely and accurate work completed
• Contribute to operational and digital projects, policy and process improvements to ensure People services efficiently meet the needs of all employees	• Feedback from customers and stakeholders

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Generalist experience in a range of People services
- Knowledge of HRIS and case management solutions such as ServiceNow desirable
- Knowledge of workplace People policies and procedures
- Knowledge of Melbourne Water Enterprise Agreement(s)
- Excellent communication skills and a high level of customer service orientation when dealing with internal and external stakeholders
- Excellent Problem Solving Skills
- Experience in collaborating on the delivery of People Service projects including events, improvements and initiatives
- Demonstrated ability to work collaboratively and influence stakeholders where required
- Ability to deal professionally with confidential issues
- Ability to handle significant workloads, meet tight deadlines and competing priorities
- Demonstrated high level of attention to detail
- Committed team player with an enthusiastic and dynamic approach, demonstrating sound organisational abilities with a high level of flexibility
- Ability to follow standardized processes at the same time as apply a continuous improvement mindset and identify and suggest areas for improvement
- Advanced Microsoft Office and IT skills

KEY RELATIONSHIPS:

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People Hub Advisor

All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

Internal

- Business Partnering teams
- Employee experience and capability teams
- Business Groups – particularly team leaders and employees

External

- Third party providers/contractors as required.

SALARY RANGE:

EA 5 salary level

OTHER COMMENTS:

This role requires the following:

- A relevant tertiary qualification in Human Resource Management or related combination of education and relevant experience and expertise in a HR discipline (desired but not mandatory)
- AusCheck required

Location: 990 La Trobe Street, Melbourne 3008 (with some travel to various Melbourne Water sites within Victoria from time to time)