

# MELBOURNE WATER POSITION DESCRIPTION

People Advisor



REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
People Hub Manager	The role has no direct reports
THIS ROLE EXISTS TO: (PURPOSE)	
<ul style="list-style-type: none"><li>• Deliver customer-centric service excellence of Melbourne Water’s People and Capability operational services including onboarding, remuneration, leave, performance, transition, offboarding and administration, to facilitate a positive employee lifecycle experience for all leaders and employees.</li><li>• Provide first level advice and triage for all enquiries relating to employment conditions; including EBA, P&amp;C Policy and P&amp;C procedures.</li><li>• Provide team support to Operational Services Projects to drive continuous improvement initiatives ensuring integrated and seamless delivery of P&amp;C operational services to the organisation, including the development of intuitive digital solutions.</li><li>• Act as the conduit between managers and employees, the centers of expertise and HR business partners, building and maintaining strong working relationships and acting as trusted advisor.</li></ul>	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none"><li>• Deliver high quality P&amp;C operational services that support the employee lifecycle such as onboarding, leave, employee file and data management, performance management, transition and termination of staff</li><li>• Deliver quality first level advisory service and operational support for all facets of Job Evaluation and Position Management</li><li>• Provide quality first level advisory service and operational support for employment conditions; including EBA, P&amp;C Policy and P&amp;C procedures.</li><li>• Participate and contribute to the development and delivery of operational services improvement projects for policy, procedure and digital solutions for P&amp;C services including intranet, self service information, electronic forms, process improvement, query tracking, reporting and analytical capabilities</li><li>• Participate in the delivery of EAP, learning and development, pod, reward &amp; recognition, graduate rotation and work experience programs</li><li>• Build and maintain internal and external stakeholder relationships to maintain an understanding of P&amp;C-related issues and opportunities for improvement across Melbourne Water.</li></ul>	

Job Level: 4  
Assessed by: EL  
Date: Feb 2021



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## General P&C administrative support

- Assist with Procurement Management including processing and tracking invoices and raising purchase orders and billing requests.
- 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 Capability by role modelling Melbourne Water values and behaviours.
- Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives.

KEY RESPONSIBILITIES	KPIs
<ul style="list-style-type: none"><li>• Be the initial point of contact for P&amp;C taking responsibility for the provision of clear and consistent advice, support and information for all employees across the business on all People related matters</li></ul>	<ul style="list-style-type: none"><li>• Employee engagement survey results</li><li>• Feedback from customers and stakeholders</li><li>• Compliance obligations met &amp; maintained</li></ul>
<ul style="list-style-type: none"><li>• Provide excellent customer service in the provision of a range of People services</li></ul>	<ul style="list-style-type: none"><li>• Feedback from customers and stakeholders</li><li>• Timely and accurate work completed</li></ul>
<ul style="list-style-type: none"><li>• Contribute to operational and digital projects, policy and process improvements to ensure People services efficiently meet the needs of all employees</li></ul>	<ul style="list-style-type: none"><li>• Feedback from customers and stakeholders</li></ul>

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## SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Generalist experience in a range of People services
- Knowledge of HRIS, including CHRIS21 and Cornerstone 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:

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 – Service Delivery/Corporate
- Employee experience and capability teams
- Business Groups – particularly team leaders and employees

### EXTERNAL

- Third party providers/contractors as required.

## SALARY RANGE:

Melbourne Water reserves the right to remunerate People according to their ability to perform the functions of the role based on their qualifications, skills and experience.

## 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

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

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