

Position Description

Position Title:	People and Culture Business Partner
Classification:	Band 7
Business Unit:	People and Culture
Reports to:	Coordinator People and Partnerships
Approved by:	Chief People Officer
Reviewed:	March 2024

1. About the City of Glen Eira

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, ABC television studios, Yarra Yarra Golf Club, the Jewish Holocaust museum and much more.

2. About our Organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people with who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

Values

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Collaboration: Working better together
- Respect: Being understanding and considerate
- Service Excellence: Delivering for our customers
- Integrity: Being open and honest
- Innovation: Expressing ideas and adding value

Organisation Vision and Purpose

- Vision – *We are connected, collaborative and courageous. We lead for now and plan for the future.*
- Purpose – *We enhance our community's quality of life. We build our community's connection to place.*

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2.1 Organisational Structure

Glen Eira City Council's structure comprises four Directorates and two executive management portfolios (People and Culture and Finance) all reporting to the Chief Executive Officer. The four Directorates are:

- Sustainability, Assets and Leisure;
- Customer and Corporate Affairs;
- Planning and Place;
- Community Wellbeing

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost-effective services that make a difference to our community. In conducting their business, these Directorates aim to be client focused and open to innovation and continuous improvement.

3. Position Purpose and Background

This position reports to the Coordinator People and Partnerships who in turn reports to the Chief People Officer. The role sits within the People and Culture team which provides strategic and operational leadership, services, programs and policies around all aspects of human resource management.

This position partners with various business units to facilitate the delivery of integrated people strategies and programs and provide high quality advice to support the achievement of department service plans via an engaged and high performing workforce. The People and Partnerships team support the provision of strategic, industrial relations and operational advice, guidance and solutions that underpin key client goals.

The People and Culture Business Partner will work closely with the other People & Culture team members to ensure that the People & Culture service is professional, values based and seamless in approach.

4. Working Relationships

Within the organisation, the People and Culture Business Partner is required to liaise with all levels of staff across Council services, including Coordinators, Managers, Directors and in some instances the CEO.

Externally, liaison includes other Local Government bodies, Government Departments, the Municipal Association of Victoria (MAV), Local Government Professionals (LGPro), service providers, legal firms and consultants.

5. Key Responsibilities

- Partner with identified business areas, and advise, coach and develop pathways on Human Resources matters, issues or trends affecting their workforce and team.
- Meet with managers and individual contributors for coaching, consulting and supporting on people related business needs.
- Contribute to the requirements of business and resource planning, service planning and other organisational planning activities as required.
- Participate in professional development and networking opportunities to keep abreast of 'best practice' in strategic human resource, leadership and organisational development and drive continuous improvement and bring new innovations in business excellence into the organisation.
- Provide accurate and expert specialist advice and coaching to staff and management regarding employee/industrial relation matters, recruitment and selection, workforce planning, organisational change, re-design's, restructure, team building & cultural initiatives, employee engagement, capability development, talent/succession management performance management and Enterprise Agreements/Awards/Policy interpretations.

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- Support workplace relations investigations while mitigating risk and meeting legislative and policy requirements
- Review position descriptions and classifications of positions across Council to ensure that all positions are assessed against the established classification criteria ensuring position classification levels reflect appropriate definitions.
- Facilitate, where possible, the effective resolution of conflict situations or disputes, and where necessary, mediate effective solutions.
- Facilitate team building activities to boost departmental culture and employee engagement
- Develop and contribute to policy and procedural development as required.
- Undertake projects or tasks as directed by the Coordinator People and Partnerships or and the Chief People Officer.

5.1 OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to policies and procedures to minimise injury and damage to assets and property.
- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights.
- Actively participate in reporting matters of health, safety and Council asset damage.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions;
- Contribute to the effective protection of Council in accordance with the Council's risk management policy and procedures;
- Act compatibly with human rights and consider human rights when making decisions; and
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

5.2 Accountability and Extent of Authority

The following outlines the accountability and extent of authority required by the People and Culture Business Partner:

- Is responsible for providing considered, informed and accurate specialist advice to Managers and staff across the organisation
- Has the authority to make decisions and provide specialist advice on people matters across the organisation.
- The impact of decisions made, or advice given may have a substantial impact on individual clients or groups of clients.
- Generally, makes decisions within the policies and procedures set by the organisation, with more complex matters being discussed with the Coordinator Organisation Development and Partnerships or Executive Manager People & Culture who may review and provide guidance on such issues.
- The People and Culture Business Partner will investigate, review and develop people related policy.

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- The People and Culture Business Partner will also ensure projects are managed within budget and timeframes and contribute to the achievement and delivery of the Business Plan.

5.3 Judgement and Decision Making Skills

The following outlines the extent of judgement and decision making required by the People and Culture Business Partner:

- The position requires the ability to make appropriate decisions based on good judgement and knowledge of Business Excellence and Human Resources principles and practices and within the framework of specific legislation, organisation policies and guidelines.
- The incumbent is expected to demonstrate abilities in research, analysis, project design and development, facilitation and consultation.
- The work will involve developing and improving innovative methods and techniques to design and deliver organisation improvement initiatives.
- The incumbent is expected to use their judgement to tailor methodologies and solutions to meet the needs/maturity levels of their designated work areas.
- This position requires the employee to have strong decision making skills and display sound judgement. The nature of the work will require the use of problem solving skills and the ability to adapt knowledge and experience to new situations.
- Autonomous decision making will be required from time to time. Guidance is not always available within the organisation.
- Confidentiality is a critical aspect of the role.

5.4 Management Skills

The following describes the managerial skills required by the People and Culture Business Partner.

- The People and Culture Business Partner is expected to work with minimal supervision.
- The role requires the ability to manage and co-ordinate their own work within the required timeframes achieve specific and set objectives within resources available despite conflicting pressures.

5.5 Interpersonal Skills

The following describes the interpersonal skills required by the People and Culture Business Partner.

- Demonstrated ability and experience to influence and gain cooperation from staff and senior management across a range of human resource activities.
- Excellent written and verbal communications skills to be able to communicate effectively across a broad range of audiences.
- Ability to build trust, to listen and provide excellent advice and support to Managers and staff across the organisation.
- Establish and maintain effective relationships with internal and external contacts.
- Represent the interests of Council at forums, the Fair Work Commission and external bodies.
- Communicate with influence, including the ability to understand and adapt to the audience to gain support and commitment.
- Negotiate with diplomacy using logic, reason and strong interpersonal skills.

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- Provide professional and specialist advice and guidance to the organisation and Council in the areas of expertise.
- Clarify and consider the needs and expectations of stakeholders through effective engagement.

5.6 Specialist Skills and Knowledge

The following describes the specialist skills and knowledge required by the People and Culture Business Partner:

- Understand the organisation's policies, regulations, precedents and long-term goals.
- Knowledge of current employment relations legislation and human resource practices.
- Sound knowledge of and ability to interpret Acts, Enterprise Agreements/Industrial Awards and Council policies and procedures relating to employment matters or industrial relations law. This includes industrial disputes, enterprise bargaining and equal opportunity.
- Provide advice to other staff and managers on the implementation of the Award, Enterprise Agreement and Human Resources policies.
- Ability to build credible and productive relationships.
- Ability to implement and continually improve on organisation-wide people related processes and systems.
- Apply Human Resources theory to problems.
- Strong computer skills and exposure to HRIS.

6. Performance Review

The People and Culture Business Partner will be required participate in the Council's Performance Review process. This involves planning and agreeing work objectives and skill development and reviewing and assessing achievements on a regular basis.

The People and Culture Business Partner may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed as part of the Performance Review process.

7. Selection Criteria

Essential

- Demonstrated commitment and adherence to organisational values and behaviours
- A tertiary qualification in Human Resources or related field/s with several years relevant experience or a lesser qualification with significant experience.
- Ability to understand and interpret relevant industrial instruments / legislation and policies.
- Excellent negotiation, counselling and influencing skills with the ability to mediate and deal with sensitive or complex issues.
- A proven track record of business partnering, with the ability to work with teams and Senior leaders on workforce and cultural outcomes
- Strong customer focus and ability to create productive relationships with key stakeholders, both internally and externally.
- Excellent interpersonal and written communication skills, and display judgement, diplomacy and confidentiality
- A proven ability to think laterally and solve complex problems.
- Excellent presentation skills with a proven ability to convey messages with clarity and to facilitate team based initiatives
- High degree of skill with various computer packages, such as Word, Excel and HR information system packages.

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Desirable

- An understanding of the local government environment will be an advantage
- Accredited in MBTI, DISC, TMI or other like accreditations

8. Other Information

- Position is subject to the satisfactory completion of police records check and an Employee Working with Children Check.
- The position is primarily located at Glen Eira Town Hall, Caulfield, however the incumbent will be required to travel to other Council offices or locations.
- Glen Eira has embraced a hybrid work model which includes the ability to work from home part-time, subject to team and operational requirements.