Position Description

**Title:** HR Consultant

**HEW Level:** HEW 7

**Faculty/Office:** Human Resources

**Position Number:**

**Department/Team:** HR Client Relationships

**Date:** March 2015

**Position Purpose:** To provide HR advice and support to managers and staff through all aspects of the employee lifecycle.

**ORGANISATIONAL CONTEXT**

Human Resources provides support and advice to all academic and professional staff relating to the attraction, selection, performance, development and remuneration of the University's workforce. It also oversees the development of its leadership and management and ensures the University complies with relevant workforce legislation.

The HR Client Services teams develop and manage relationships with key stakeholders across the University and its entities, providing support and advice to staff at all levels within the faculties and offices.

They work in close consultation with the HR specialist teams, including Recruitment, Employee Relations, Health and Safety, Organisation and Staff Development and Payroll to ensure optimal advice and service delivery, implement initiatives and programs aimed at improving HR service and /or meeting specific organisational needs, goals and strategies.
## KEY ACCOUNTABILITIES

- In conjunction with relevant HR specialist teams, develop solutions through the application of relevant HR policies and industrial agreements that support clients to achieve their business goals.
- Provide advice and support to managers and staff on HR policy, procedures and processes.
- Provide advice and support to managers, staff and candidates through the recruitment and redeployment process.
- Coach and support managers through the performance management process.
- Collaborate with specialist HR functions to implement initiatives and projects aimed at improving HR service within and across client groups.
- Identify and implement initiatives aimed at improving HR service within and across client groups.
- Provide advice and support to managers and staff through the change management processes.
- Facilitate the induction and onboarding of new staff.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and as appropriate for the incumbent’s position level and competence.

## POSITION CONTEXT

<table>
<thead>
<tr>
<th>Reports to:</th>
<th>HR Client Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positions Reporting to:</td>
<td>Direct: nil</td>
</tr>
<tr>
<td>Indirect: nil</td>
<td></td>
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<tr>
<td>Key Direct Clients:</td>
<td>Executive Deans</td>
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<tr>
<td>Heads of Office</td>
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<tr>
<td>Heads of Department,</td>
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<tr>
<td>Faculty General Managers</td>
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<tr>
<td>Senior Managers</td>
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<tr>
<td>Managers /Supervisors/Team Leaders</td>
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<tr>
<td>Staff in offices or departments – professional and academic</td>
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<tr>
<td>Other Key Relationships:</td>
<td>Department Administrators</td>
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<tr>
<td>Particular staff members in other offices or departments</td>
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</tr>
<tr>
<td>HR Specialist teams – Employee Relations, WHS, HR IT, Payroll, Recruitment, Organisation &amp; Staff Development</td>
<td></td>
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<tr>
<td>Immediate team members</td>
<td></td>
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<tr>
<td>Budget Accountability:</td>
<td>Nil</td>
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<tr>
<td>Role-specific Conditions:</td>
<td>Criminal check</td>
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<tr>
<td>Scope and autonomy</td>
<td>Develops and modifies processes, procedures, systems and/or techniques for the work area and/or contributes to the development of University-wide systems, processes and procedures.</td>
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<tr>
<td>Problem solving</td>
<td>Analyses, designs and develops a range of alternatives and then uses expertise to decide on or recommend the best course of action.</td>
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## Capability Framework

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

<table>
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<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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**Planning and Execution**: Managing time and resources to complete tasks and achieve objectives.

**Quality Focus**: Ensuring accuracy and quality when completing tasks.

**Communication**: Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.

**Service Focus**: Making staff and other key contacts and their needs a priority.

**Relationship Management**: Establishing effective working relationships with others.

**Teamwork**: Working in collaboration with others to achieve shared goals.

**Influence & Persuasion**: Gaining other people’s buy-in and engaging their support.

**Perseverance**: Persevering despite obstacles to ensure tasks are completed.

**Flexibility**: Responding effectively to unexpected or changing circumstances.

**Reliability**: Meeting commitments and responsibilities.

**Interpersonal Impact**: Making a positive impression on others in a range of interpersonal contexts.

**Resilience**: Dealing effectively with and recovering quickly from setbacks or pressure.

**Accountability**: Assuming responsibility for making decisions and delivering agreed outcomes.

**Integrity**: Maintaining confidentiality, discretion and professionalism.
### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Qualification at degree level.
- Knowledge of enterprise agreements and HR policies.
- Knowledge of job design.
- Knowledge of HR specialist functions and their contributions to HR.
- Knowledge of EEO, Discrimination, Bullying and Harassment Unsatisfactory Performance processes.

### ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of the University’s business, structure, policies and processes.
- Working knowledge of HR systems.

### KEY EXPERIENCES
Practical experiences and exposure to specific environments or activities related to successful performance.

- Experience in providing support and advice to managers relating to recruitment and selection and performance management processes.
- Familiarity with enterprise agreements, HR policies and their application.
- Involved in organisational restructures including the implementation of restructuring processes.
- Experience providing support and advice to a range of clients with differing requirements of HR.
- Experience building and managing relationships.
- Experience managing or participating in projects.