

POSITION DESCRIPTION – TEAM LEADER

Position Title	People & Culture Business Partner	Department	People & Culture
Location	Flexible	Direct/Indirect Reports	2 volunteers
Reports to	People & Culture Manager	Date Revised	May 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0016962

■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

■ Position Summary

The People & Culture Business Partner will provide operational support and advice in the effective management of the staff and volunteer life cycle (Plan, Attract, Engage, Develop, Support, Reward, Retain, and Transition). With a focus on ensuring operational excellence and compliance on a day to day basis, the role will work closely with line managers, staff and volunteers to build capacity and knowledge of Red Cross HR policy and practice.

■ Position Responsibilities

Key Responsibilities

- Build effective relationships with line managers ensuring a sound understanding of the HR needs and issues related to their programs
- Work with the People & Culture Manager to ensure accurate application of appropriate EBA, Awards and other remuneration and benefit frameworks
- Work with the People & Culture Manager and HR Leadership Team members to identify any emerging HR trends, or local initiatives
- Support line managers with recruitment needs including assistance with Position Description creation and in collaboration with the Recruitment Team, assist with Page Up Requisition management
- Liaise with the payroll team and other stakeholders as appropriate to resolve escalated payroll issues
- Provide support and advice to staff, volunteers and managers in relation to complex HR issues
- Provide coaching and advice in the resolution of informal and formal complaints and grievances to both line managers, staff, and volunteers
- Work with the WHS Consultant, and WHS Committee to resolve issues as required
- Provide a case management approach to the management of WorkCover Claims
- Ensure the effective management of the transition process, including conducting exit interviews, analysing exit data, and making recommendations to the People & Culture Manager, and line managers as appropriate
- Manage the Performance, Review, Development process in conjunction with the Culture and Capability Business Partner, ensure the process is conducted in a timely and effective manner

- Work with the People & Culture Manager to ensure the effective implementation of organisation wide HR initiatives at a local level
- Provide accurate and timely reports to the People & Culture Manager as required
- Work with line managers and the Talent & Culture team to ensure on line e-learning modules are completed as required
- Liaise closely with the HR Shared Services team on all local HR operational activity
- Ensure all staff have a valid and current Police Check (renewed every 5 years) and Working with Children card as per local legislation
- Ensure accuracy is maintained with all Recruitment Requisitions for all staff with regard to Award, Classification & Increment, Reporting Line and Position Description as managed through Page Up

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience in an operational HR generalist role
- Experience in interpretation and application of industrial instruments
- Experience using Recruitment Management Systems and Payroll

Qualifications/Licenses

- Relevant tertiary qualifications, in Human Resources or a related discipline or 2 years' experience
- Active membership of the Australian Human Resources Institute (AHRI) would be well regarded

Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Personal effectiveness | Solving problems |** Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.
- **Team effectiveness | Collaborating |** Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **Team effectiveness | Managing change |** Demonstrated capability to lead, support and manage change within teams. Understanding the impact on the team and taking ownership for implementation of change.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct

- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters