POSITION DESCRIPTION – TEAM LEADER

Position Title	People and Culture Business Partner	Department	People & Culture
Location	All States/Territories	Direct/Indirect Reports	Up to 1
Reports to	People & Culture Manager	Date Revised	Nov 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 6	**Job Evaluation No:**	HRC0026918

■ 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 and Culture Business Partner provides operational support and advice in the effective management of the employee life cycle and is the escalation point for complex volunteer issues and grievances.

Focusing on ensuring truly human-centered approaches, the role will work closely with leadership teams, line managers, staff and volunteers to build capacity and knowledge of Red Cross HR policy, practice and strategy implementation.

The People and Culture Business Partner will work closely with their clients to understand the context within which HR support and guidance is being provided.

■ Position Responsibilities

Key Responsibilities

- Lead and manage the provision of best practice HR advisory and managerial support to leadership teams and individuals on current and new business programs, projects and initiatives
- Engage and build effective relationships with leadership teams and line managers to ensure a sound understanding of the HR needs and people issues impacting those programs
- Coach managers and team leaders on the accurate application of appropriate Industrial Instrument, Award and other remuneration and benefit frameworks to ensure operational compliance
- Provide coaching and advice in the resolution of formal and informal complaints and grievances to managers, staff, and volunteers; lead complex workplace investigations and make necessary recommendations of action to key stakeholders
- In partnership with P&C Manager, plan, design and implement appropriate organisational change projects working closely with managers to ensure best practice approach and support impacted staff throughout the change process
- Develop and conduct effective wellbeing and wellness initiatives throughout the organisation
- Work with specialist roles and committees to resolve issues and support implementation of people and culture based initiatives

Position description
Template authorised by: Janice Murphy, National Recruitment Manager
Date: December 2017

CRISIS CARE COMMITMENT
www.redcross.org.au
page 1 of 3

- Support and contribute to the work of the Talent and Culture team and broader cultural pieces of work including talent management, succession planning, training and development and leadership coaching
- Lead case management of WorkCover claims including pragmatic management of the complete return to work process; work with the local WHS Consultant, and WHS Committee to resolve issues as required
- Ensure the effective management of HR processes covering the employee lifecycle including support and advice to staff, volunteers and managers in relation to HR policies and procedures
- Work with the People and Culture Manager and other People and Culture staff to ensure the effective implementation of organisation wide HR strategy and initiatives at a local level
- Continually pursue innovative approaches to enhance the delivery of HR services
- Proactively develop relationships and manage external stakeholders, including Converge, Maxxia and Right Management and engage as required
- Champion change initiatives that engage, enable and empower teams to thrive and operate in new progressive ways
- Work in conjunction with specialised related areas including Recruitment, Payroll, WHS and the HR Shared Services teams
- Manage a team of (up to 10) People and Culture Volunteers to deliver business projects and initiatives, ensuring a constructive and meaningful work placement experience

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience in an operational HR generalist role
- Well-developed leadership and influencing skills
- Significant contemporary knowledge of leading workplace investigations and providing advice and recommendations relevant to legislative frameworks across best practice methodology
- Experience project planning and implementation including extensive experience in leading processes of workplace change amidst restructures and business transformation activity
- Demonstrated ability to analyse and interpret data to make considered and ethical decisions with the ability to clearly describe the rationale behind decisions and recommendations
- Strong communication and interpersonal skills to engage, support, challenge and influence: working with internal stakeholders to problem solve providing pragmatic, best practise solutions to emerging people issues
- Ability to think strategically and critically and provide quality HR advice and internal consultancy support which are directly related to the organisation's strategic direction and business needs
- Significant experience in interpretation and application of industrial instruments
- Well-developed persuasive skills, able to build rapport and strong working relationships with a diverse range of people across multiple programs
- Demonstrated ability to work independently, with strong time management and prioritisation skills to manage and support the competing needs of the client group and HR initiatives

Qualifications/Licenses

- Relevant tertiary qualifications in Human Resources or a related discipline and/or significant generalist experience with similar sized client groups
- WorkCover Return to Work (RTW) certification for relevant State or Territory highly regarded
- Accreditation in Mercer CED Job Evaluation system would be well regarded.
- Active membership of the Australian Human Resources Institute (AHRI) would be well regarded

Behavioural Capabilities

- **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.

- **Personal effectiveness | Managing my behaviours |** Demonstrated ability to effectively manage the emotions and behaviours of self and others to lead teams to achieve results. Ability to monitor and manage stress levels and provide support to teams.

- **Team effectiveness | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.

- **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.

- **Organisational effectiveness | Focussing on clients |** Proven track record in ensuring a high quality service is provided by the team to internal and external clients and stakeholders. Actively seek and respond to client issues and measure effectiveness.

■ 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