**POSITION DESCRIPTION**

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| **Position Description Classification Approved** | **Date** |
| Human Resources Branch | 31/05/2022 |

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| **POSITION DETAILS** |  |
| **Position Title:** | **Senior HR Advisor** |
| **Position Number:** | 00020059 |
| **Classification:** | HEO8 |
| **Faculty/Division:** | Division of University Operations |
| **School/Branch:** | Human Resources |
| **Reports to (position title):** | Senior HR Advisor Team Leader |
| **Delegations:** | N/A |
| **Special Conditions:** | * Some out of standard hours work may be required * Some travel to and between Adelaide-based University campuses/ offices will be required * Reasonable workplace adjustments will be made for people with a disability |
| **Significant Working Relationships:** | * Allocated stakeholder leadership team * Allocated stakeholder HR Branch team (including HRM, HR Officer, Talent Acquisition Specialist) * HR Branch Centres of Excellence * Unions * Employer Associations |

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| **POSITION SUMMARY** | |
| The University of Adelaide is a large and successful university in Australia’s Group of Eight research intensive universities, distinguished by its international reputation and commitment to innovation and excellence in research and teaching.  The HR Branch is contained within the Division of University Operations and serves a client base of approximately 8,000 staff and 2,700 titleholders, across all campuses of the University.  The aspiration of HR is to partner with the University to enable and support a culture of high engagement, commitment and performance by staff through relevant policies and frameworks; context-specific capability development and coaching; and efficient, timely, consistent and fit for purpose advice and services across the full scope of Human Resources functions.  The HR Advisory and Workplace Relations portfolio groups the HR Service Centre, HRM Partnerships, HR Advisory and Workplace Relations, including case management and employment policy, in order to provide a coordinated, effective, responsive and stakeholder-centric service to the University. The HR Advisory and Workplace Relations portfolio supports Enterprise Bargaining, Enterprise Agreement interpretation, and the design and improvement of employment and workplace policy and procedures. Acting as trusted partners, the portfolio provides advice and guidance to leaders on a broad range of HR matters including people strategy, workforce planning, capability development, employee relations and performance management. Leveraging both specialist and generalist expertise, the portfolio coaches people leaders to effectively lead and manage their staff and provides advice and support on employee relations, complaint and case management and major change processes. In addition, the HR Advisory portfolio assist staff who require support and information regarding their employment with the University.  Reporting to Senior Human Resources Advisor Team Leader, working under broad direction with a degree of autonomy, the Senior Human Resources Advisor is responsible for providing expert, practical and timely Human Resources and Industrial Relations advice to allocated stakeholders on the University’s enterprise agreement, employment policy, change management and case management.  Senior HR Advisors partner with Centres of Excellence across the HR Branch to leverage specialist skill sets, including Organisational Development, Workplace Relations and Case Management.  The role operates with high degree of independent judgement, providing support and guidance to managers and staff on a broad range of human resource matters. Senior HRAs provide guidance and support to HR Advisors and the HRA Officer.  SHRAs collaborate effectively with HR Branch colleagues with aligned stakeholder groups to ensure excellent and seamless service delivery.  Senior HRAs provides support to the HRM in relation to workforce planning, capability development and OD initiatives. The Senior HRA acts as a backup to the HRM, to support the delivery of generalist HR services. | |
| **KEY RESPONSIBILITIES** | |
| HR Service Excellence | * Build positive working relationships with stakeholders and develop an understanding of the operational and strategic priorities of the allocated faculty or division/s. * Act as a trusted advisor to allocated leaders in the delivery of an effective, coordinated, responsive and stakeholder-centric advisory services. * Demonstrate confidence, empathy and sound judgement in interactions and in the provision of advice. * Collaborate effectively with HR Branch colleagues with aligned stakeholder groups to ensure excellent service delivery. * Support HR Managers in the brokering of advice from specialist HR teams (Centres of Excellence) in order to address stakeholder needs in an effective and timely manner. * Act as a backup to the HRM, to provide a seamless service delivery to stakeholders. |
| Strategy and Planning | * Support the HR Operational plan and the execution within the Faculty/ Division, taking ownership to drive a key initiative. * Assist HR Managers in the analysis and provision of HR metrics to develop relevant HR strategies to assist the business for the area. * Where allocated to a Faculty, support the optimisation of academic performance through active engagement with the AARS with an emphasis on coaching Heads of School to manage their staff in accordance with this framework. * Support the implementation of initiatives and frameworks in consultation with the OD team and HR Manager, including workforce management and OD opportunities. * Contribute SME perspective to development and delivery of specific manager professional development programs. * Provide insight to Identify trends and opportunities for improvement in consultation with OD team and HR Manager. * Undertake exit and on boarding interviews as requested via survey tool. |
| Provision of HR Policy Advice | * Provide expert advice and support on underperformance management, contract options, probation, separations and flexible work options to people leaders and staff. * Provide timely, consistent, specialist HR advice with respect to the Enterprise Agreement, HR policies and procedures, guidelines, employment legislation and relevant industry practice to people leaders and staff. * In conjunction with the Workplace Relations team provide employee relations advice to stakeholders including advice on underperformance, and * Coach people leaders in effective strategies for managing staff including in respect of probation, conduct, performance management, development, work arrangements and leaving the University. * Provide advice on the classification and reclassification of positions. * Contribute to review of Enterprise Agreement in readiness to prepare for bargaining. |
| Change Management Support | * Provide advice about major change processes and redundancy requirements under the Enterprise Agreement. * Support the development and delivery of change initiatives with respect to the people management issues to ensure a smooth transition and compliance with the Enterprise Agreement. * Develop and coach people leaders to ensure capability in managing consistent change management practices. * Work with HR Managers to support people leaders and affected individuals during organisational change. * Assist the HR Managers to ensure effective communication, implementation and embedding of change initiatives including resulting staffing changes (including delegations and structure). |
| Case Management Support | * Provide advice on EA underperformance and misconduct processes, complaints management processes, and policy, procedure and frameworks related to performance. * Support leaders to develop effective early intervention strategies * Manage informal cases and complaints that have the potential to articulate to formal matters. * Transition matters to Case Management where it is appropriate those matters are managed under formal processes under the Enterprise Agreement or Complaint Procedure. * Provide support to staff and supervisors involved in misconduct and complaint processes. * support decision makers to work with case management to effectively resolve formal cases and complaints. * Work with the Manager, Case Management and Senior HRA TL to review case management strategies, framework and tools. |
| Leadership | * Support the SHRA TL lead the development of an effective operating model for the HR Advisory portfolio which has a clear service focus. * Support and coach HR Advisory team members in general queries and informal case management, * Role model and actively promote the organisational values of integrity, respect, collegiality, excellence and discovery, and the associated behavioural expectations. * Promote HSW wellbeing initiatives including EAP to leaders and staff. |
| Innovation | * Support the SHRA TL to analyse and assess the continued effectiveness of the HR Advisory service model, identify opportunities for improvement and implement associated initiatives. * Support managers to improve individual and team productivity addressing issues including workload management and poor performance. * Contribute to the development and review of HR policy including involvement in reference groups. * Contribute to process improvement projects within the HR Advisory portfolio and across the HR Branch. * Maintains knowledge on HR issues, legislation and best practice HR. |
| Other reasonable duties commensurate with classification level. | |

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| **PEOPLE MANAGEMENT RESPONSIBILITIES** |
| * Ensure a safe work environment and compliance with University HS&W policies and legislation. * Provide effective leadership, direction and supervision to professional staff in the Faculty/Division. * Manage and develop Faculty staff performance to ensure professional, effective and efficient support service delivery. * Identify opportunities for Faculty staff to promote continuous improvements through professional development and engage in the Planning, Development and Review (PDR) process. |

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| **CAPABILITIES AND BEHAVIOURS** |
| Use the [Capability Dictionary](https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf) to identify the capabilities associated with the classification of this position. Staff are required to read and understand the capabilities and associated behaviours that align with the classification of this position. |

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| **UNIVERSITY EXPECTATIONS** |
| Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University’s Code of Conduct |

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| **STAFF VALUES AND BEHAVIOUR FRAMEWORK** |
| Our culture is one that welcomes all and embraces diversity consistent with our [Staff Values and Behaviour Framework](https://www.adelaide.edu.au/hr/organisational-development/university-values) and our Values of integrity, respect, collegiality, excellence and discovery. We firmly believe that our people are our most valuable asset, so we work to grow and diversify the skills, knowledge and capability of all our staff. |

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| **SELECTION CRITERIA** |
| **Knowledge and Experience:**  **Essential:**   1. Demonstrated commitment to service excellence and delivering effective stakeholder-centric HR service, possessing highly developed interpersonal and relationship management skills in order to liaise, consult, negotiate and influence a wide range of people at all levels within a complex organisation. 2. Demonstrated knowledge and extensive experience in the use of contemporary HR practice, including legislation and industrial instruments. 3. Proven experience providing timely and expert HR policy advice to staff and managers, including interpretation of Enterprise Agreements, change activity and HR policies and procedures. 4. Demonstrated experience providing high quality advice and guidance to managers on complex and sensitive people management matters, identifying practical and economical pathways for resolution. 5. Demonstrated knowledge and experience in effectively coaching leaders and supporting workforce planning and OD initiatives. 6. Proven ability to work effectively in a dynamic and collaborative team environment, handling a diverse range of enquiries and projects. 7. Demonstrated ability to promote the organisational values of integrity, respect, collegiality, excellence and discovery, and a commitment to positively comply with the associated behaviour expectations.   **Desirable:**   1. Working knowledge of the Higher Education sector in Australia. 2. HR experience within the Higher Education industry.   **Qualification/s:**   * Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience; or * Extensive experience and management expertise; or * An equivalent combination of relevant experience and/or education or training. |