

HUMAN RESOURCES ADVISOR

Position Description

The Business Unit

The Human Resources Business Unit works with the Executive Team at Arts Centre Melbourne to recruit, retain and develop the best team who are engaged to deliver high performance outcomes for the organisation.

The Role

The Human Resources Advisor is pivotal to providing excellent customer service and support to the Human Resources team and Arts Centre Melbourne. This role supports the timely delivery and continuous improvement of all HR processes and communications across the full employee lifecycle. In particular, end-to-end recruitment, on-boarding, off-boarding, general employment queries and HR projects designed to enhance employee engagement.

Type	Full Time (ongoing)
Reports to	Human Resources Partner
Direct Reports	HR Officer
Salary/Hourly Rate	ACM Enterprise Agreement 2018 Band 3.1
Key Relationships	<i>Internal:</i> Human Resources team, hiring/line managers, new starters, Finance, Payroll and employees <i>External:</i> Candidates, suppliers
Delegation	Financial and people delegations as per current policy.
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	SGA Employee under the ACM Enterprise Agreement 2018 Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification)
Last Reviewed	January 2020

KEY CRITERIA

Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

Your qualifications and experience

- A tertiary qualification in Human Resources or similar

Your skills and attributes

- Proven ability to analyse and improve processes incorporating a broad range of stakeholders to achieve positive outcomes
- Strong customer service focus with a proactive approach to problem-solving and managing relationships with a variety of people at different levels
- Highly developed communication, administration and prioritisation skills
- Strong attention to detail and accuracy to assist with answering queries, correspondence and reporting
- Demonstrated initiative and ability to work autonomously as well as within a team
- Knowledge of industrial relations frameworks and legislation and familiarity with industrial instruments including awards and enterprise agreements
- Experience in performance management and employee relations matters
- Understanding of and ability to maintain confidentiality
- Proven experience with and understanding of current technology and operating systems and applications and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes, within a reasonable timeframe. Current key systems applicable to this role include:
- Human Resources Information Systems (CHRIS)
- Talent management/recruitment systems (PageUp)
- Business Intelligence platform (Calumo)
- Microsoft Office, specifically Word, Excel, PowerPoint and Outlook programs

Desirable

- Previous experience in an entry level HR generalist position
- Supervisory experience

In the role you will

Accountabilities:

Generalist advice and support

- Support the HR partnering function by providing client managers, HR Partners and stakeholders with customer-focused advice and support on individual HR matters to boost manager impact and people performance. Advice and support will cover a range of areas including HR policy and process, employee relations, performance management, recruitment, onboarding/offboarding.
 - o Share responsibility for managing HR helpdesk queries- approximately 50% (shared with HR Officer) on HR Assist and 1st level escalations of HR Assist.
 - o Ensure coordination/point of contact between payroll and HR team.
- Support implementation of initiatives that improve the recruitment, performance, engagement and wellbeing of our people. These initiatives will impact staff engagement measures and contribute to improved people management capability and practices, and healthy workforce indicators such as low absenteeism and reduced workplace grievances.
- Assist with other HR projects as required.

Communications, systems and processes

- Assist the HR team to review, improve and document team processes including HR policies, as well as implementing HR system development initiatives (eg PageUp).
- Ensure updates made to intranet, website careers page, LinkedIn content, as required.
- Prepare, analyse and continuously enhance workforce analytics reporting.
- Support a positive workplace culture and positive employee experience through the continuous improvement of HR systems and practices.
- Understand relevant awards, enterprise agreements, legislation, regulations and best practice initiatives. Ensure legislative changes are communicated and implemented and policies/procedures are up to date.
- Maintain knowledge and skills relevant to the position through education, maintaining affiliations with relevant industry bodies.
- Liaise with external parties such as vendors/suppliers, auditors, job candidates, and medical practitioners.
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Records management

- Access the HRIS, talent management and other record and information management systems to maintain workplace information and prepare reports on HR matters.
- Maintain and store employee and team documentation in line with expected standards.
- Assist Arts Centre Melbourne to prepare for or conduct investigations, risk assessments, workplace inspections, mediations and investigations.

Staff Management

- Provide supervision and guidance to HR Officer and assist their professional development.

Decision making:

Under the supervision of the HR Partner, this position:

- applies professional standards, legislation, education and training, established procedures and recognised techniques in order to investigate, analyse and diagnose situations or escalate as appropriate
- is accountable for the provision of sound advice and recommendations to others, problem-solving and resolving people matters and is influential in how HR services and processes are delivered and evaluated
- supervises, coaches and mentors a junior team member and operates independently having the autonomy to delegate and complete tasks and processes and negotiate directly with others on a range of matters
- is required to balance the often competing enquiries and immediate demands of internal stakeholders

Systems:

- Use Microsoft Office proficiently
- Use Human Resources information and recruitment systems proficiently

Working environment/physical requirements:

- Undertake general office work with a strong emphasis on the use of computers and digital technology.
- Potentially work in an underground office environment.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2018.

You demonstrate our values

- **Leadership** – courage and conviction.
- **Creativity** – a boundless imagination.
- **Care More** – a place for everybody.
- **Community** – working together.