

## POSITION DESCRIPTION

<b>Position Title</b>	HR Business Partner		
<b>Organisational Unit</b>	Human Resources		
<b>Functional Unit</b>	HR Business Partnering		
<b>Nominated Supervisor</b>	Associate Director, HR Business Partnering		
<b>Higher Education Worker (HEW) Level</b>	HEW 8	<b>Campus/Location</b>	Brisbane/North Sydney/Melbourne
<b>CDF Achievement Level</b>	All Staff	<b>Work Area Position Code</b>	TBA
<b>Employment Type</b>	1 FTE	<b>Date reviewed</b>	January 2018

## ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

*Our Mission: Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University, and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly-funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking among the top universities worldwide. We have got seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

In order to be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

We hope that you might champion these values, and work with us to create a place of learning that is not only the envy of the world, but the making of it.

The structure to support the University consists of:

- Provost
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Students, Learning and Teaching
- Vice President
- Pro Vice-Chancellor Assisting the Vice-Chancellor and President

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the [Mission](#) of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

## ABOUT THE HUMAN RESOURCES DIRECTORATE

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The Human Resources Directorate offers professional services and initiatives at a national and local level to support the strategic objectives of the University. Human Resources is guided by the Strategic Plan, the Workforce Framework and all people management enabling Frameworks, which sets clear organisational expectations on workplace culture, workforce profiling and workforce involvement.

The Human Resources Directorate provides the frameworks, including development, analysis, programs and interventions to support all levels of management achieve organisational outcomes. To achieve this, Human Resources takes a business focus and partnership role in strategic and change matters. Further, it is expected that HR will provide effective support and advice to staff through a range of mechanisms that include effective business processes, effective HR Systems, effective management of employment arrangements and records, effective and timely management of remuneration matters.

## ABOUT HR BUSINESS PARTNERING

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HR Business Partnering led by the Associate Director is responsible for the delivery for HR services that support the staff experience from the commencement of employment to separation from the University, and is the core service interface of Human Resources with the organisation.

HR Business Partnering include four HR Business Partnering teams, a Capability and Development team as well as Recruitment and Superannuation and Salary Packaging specialists.

The HR Business Partnering teams provide generalist support in response to the range of needs of the Executive Staff, Staff, and support to people management processes. There are four HR Business Partnering teams and they work to identified client groups. The HR Business Partnering teams are generalist HR practitioners who work with specialist HR units in the delivery of HR services. Specialist Recruitment, and, Superannuation and Salary Packaging roles support the HR Business Partnering teams with service delivery.

The Capabilities and Development team delivers a comprehensive organisational professional development program aligned to organisational Frameworks including, ACU Staff Code of Conduct, Capability Development Framework, Academic Performance Matrix and Evidence, ACU Service Principles. These support organisational and individual capability building.

HR Business Partnering are responsive to all staff queries, identify issues and trends and recommend intervention; initiate people management processes to the line and monitor progress; provide people management advice, coaching and guidance service to line managers and supervisors; support change management; support case management.

## POSITION PURPOSE

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The HR Business Partner is a fast paced, high volume, front line provider of quality HR service. The position partners with staff and managers across identified client groups to provide effective HR advice and quality HR services.

Reporting to the Associate Director, HR Business Partnering and as part of a client aligned Business Partnering team, the HR Business Partner works with guidance provided by a Manager, HR Business Partnering and a HR Officer (Partnership Support) to deliver a timely, accurate and informed service. The HR Business Partner maintains an in-depth understanding of the client's workforce profile, key priorities, business strategies and workforce trends to support the provision of relevant and constructive advice and support services.

The position is generalist and requires an understanding of legislation, Enterprise Agreements and Awards, employment case law and the design of people management processes to support the delivery of services. Key to enhancing the user experience is the ability to adapt to and support the utilization of HR systems and automated processes.

The HR Business Partner acts proactively to lead and support regular and routine cyclical HR activities as well as responds to business needs adopting a professional, informed and principles based approach. The HR Business Partner is responsible and accountable for the resolution of all requests escalated in ServiceNow for their client group.

## POSITION RESPONSIBILITIES

### Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Principles
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

### Key responsibilities

Key responsibilities specific to this position	Relevant Core Competences ( <a href="#">Capability Development Framework</a> )	Scope of contribution to the University			
		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Provide the highest standard of client service, accuracy and timeliness in responding to client needs. Explore continuous improvement opportunities to enhance the client experience. Actively listen and respond to problems to help identify the underlying cause and resolve issues.	<ul style="list-style-type: none"> <li>• Deliver Stakeholder Centric Service</li> <li>• Communicate with Impact</li> </ul>				✓
Manage end to end people management processes for identified client groups including: <ul style="list-style-type: none"> <li>• Organisational structure, position management, placement record maintenance,</li> <li>• Appointment management (continuing, fixed-term and variations to appointments, fixed term review, and conversions),</li> <li>• Position Classification and Job Design,</li> <li>• End to end Recruitment processes and Onboarding,</li> <li>• Facilitating training,</li> <li>• Recognition of prior service,</li> <li>• Superannuation membership,</li> <li>• Salary Packaging management,</li> <li>• Induction,</li> <li>• Probation,</li> <li>• Leave management,</li> <li>• Performance Review and Planning for academic and professional staff,</li> <li>• Separation processes,</li> <li>• Probation for academic and professional,</li> <li>• and</li> <li>• Change management support.</li> </ul>	<ul style="list-style-type: none"> <li>• Be Responsible and Accountable for Achieving Excellence</li> <li>• Know ACU Work Processes and Systems</li> <li>• Deliver Stakeholder Centric Service</li> <li>• Communicate with Impact</li> </ul>				✓

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Manage and resolve service requests received through the Service Management System (currently ServiceNow) providing regular updates regarding the status of service requests and processing to provide a high-quality service experience to the client in line with the HR Service Standards.	<ul style="list-style-type: none"> <li>• Deliver Stakeholder Centric Service</li> <li>• Know ACU Work Processes and Systems</li> </ul>				✓
Work with clients to enable them to engage with and fully utilise HR systems and business process automations. Identify where further support or interventions may be required to assist clients to adapt to these new technologies and to track and monitor workflow actions to enhance the effectiveness and efficiency of the HR service.	<ul style="list-style-type: none"> <li>• Apply Commercial Acumen</li> <li>• Deliver Stakeholder Centric Service</li> <li>• Communicate with Impact</li> </ul>				✓
Build positive relationships with clients. Demonstrate confidence, empathy and sound business judgement in interactions and in the provision of advice.	<ul style="list-style-type: none"> <li>• Communicate with Impact</li> <li>• Deliver Stakeholder Centric Service</li> </ul>				✓
Support client queries and processes relating to academic performance including RPRP process, probation processes and workload matters including workload allocation issues.	<ul style="list-style-type: none"> <li>• Know ACU Work Processes and Systems</li> <li>• Deliver Stakeholder Centric Service</li> </ul>				
Respond to service complaints in a constructive and solutions based manner working with the Standards and Reporting Team to identify where issues need to be escalated and where process improvements need to be made.	<ul style="list-style-type: none"> <li>• Deliver Stakeholder Centric Service</li> <li>• Make Informed Decisions</li> <li>• Know ACU Work Processes and Systems</li> </ul>				✓
Provide high standards of end to end recruitment processes of sourcing, advertisement, selection support, contract preparation, offer of employment and initial onboarding.	<ul style="list-style-type: none"> <li>• Collaborate Effectively</li> <li>• Make Informed Decisions</li> <li>• Deliver Stakeholder Centric Service</li> </ul>				✓
Support clients to achieve their optimum workforce profile through a comprehensive range of people management practices. Following change, manage associated processes to implement change including job evaluation, position and placement management, reporting against budgeted positions and maintenance of the organisational structure.	<ul style="list-style-type: none"> <li>• Deliver Stakeholder Centric Service</li> <li>• (AND/OR) Apply Commercial Acumen</li> <li>• Know ACU Work Processes and Systems</li> </ul>				✓

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Support change activity occurring within your client group working collaboratively with the Manager, HR Business Partnering and HR Officer (Partnership Support) providing advice on Draft Change Plans, the consultation and communication approach, placement and redeployment of staff. Understand the Leading and Managing Change Framework and apply when providing advice to clients.	<ul style="list-style-type: none"> <li>Adapt to and Lead Change</li> <li>Collaborate Effectively</li> <li>Be Responsible and Accountable for Achieving Excellence</li> </ul>				✓
Provide appropriate and effective advice and coaching to employees and managers as needed. Advise and coach managers to create and sustain a high-performance workforce. Confidently communicate approaches with managers to assist with the resolution of sensitive employee issues, performance matters, disciplinary issues and grievance / conflict resolution. Keep records and write reports associated with case management and prepare complex case-based correspondence for the consideration and action of management. Participate in Case Management Meetings and confidently discuss risk and approach to managing complex people related matters.	<ul style="list-style-type: none"> <li>Deliver Stakeholder Centric Service</li> <li>Make Informed Decisions</li> <li>Communicate with Impact</li> </ul>			✓	
Prepare a range of strategic HR documents including reports, discussion papers, business cases, reviews and recommendation papers for both internal and external audiences. Undertake preparation work for business partner meetings with members of the Executive.	<ul style="list-style-type: none"> <li>Communicate with Impact</li> <li>Make Informed Decisions</li> </ul>			✓	

## HOW THE ROLE OPERATES

### Key Challenges and Problem Solving

- Provides advice on complex problems or multi-dimensional issues, integrating information from subject matter experts and a range of University policies and procedures to provide practical solutions to managers to meet their business requirements.
- Provides a high quality of client service in a high volume, fast paced environment where there are competing priorities.
- Enables managers to deal with complex issues affecting the management of staff in the workplace through coaching, by providing accurate advice, and guiding and managing expectations on process and outcome.
- Understands the changing strategic and operational business drivers of the organisation and the Higher Education Sector.
- Maintains currency of knowledge on HR issues and legislation.
- Analyses issues and trends to identify and manage risk and/or recommend actions.

- Supports and encourages clients to adapt to new systems and processes to enhance effectiveness and the utilisation of more efficient systems, in particular the Aurion, Online Casual Timesheets and Page Up systems.
- Is able to leverage specialist skills within the HR Business Partnering team and Employment Relations & Safety Team to provide high quality advice whilst remaining responsive to the client needs.

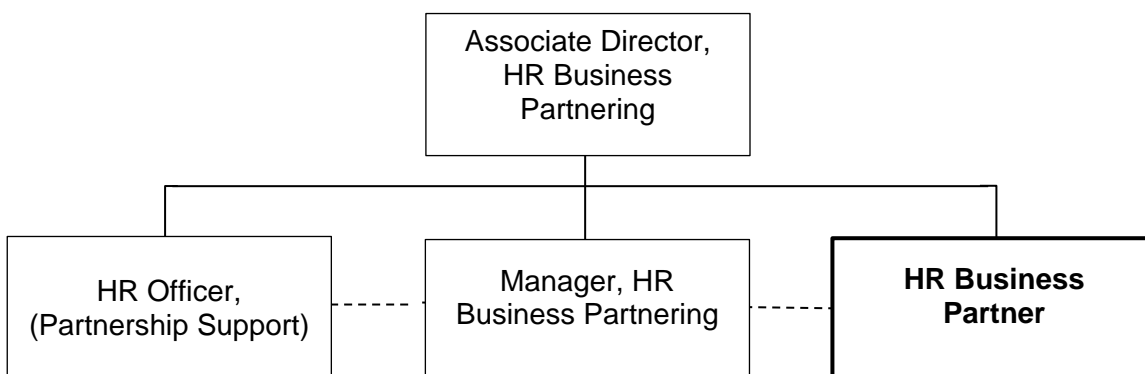
### **Decision Making / Authority to Act**

- Provides accurate, timely and quality advice, information and guidance to managers and staff on human resource and employee relations issues.
- Makes decisions on day to day HR operational matters when influencing and advising managers and staff.
- Applies policies and procedures using a principles based approach.
- Balances the often competing issues and conflicting demands.
- Uses judgement to escalate matters to Manager, HR Business Partnering or Employment Relations & Safety team.

### **Communication / Working Relationships**

- Collaborates effectively within team consisting of Manager, HR Business Partnering and HR Officer (Partnership Support) to achieve team objectives.
- Communicates confidently when providing advice and escalating matters to subject matter experts.
- Proactively communicates concerns and suggestions to enhance the service experience of the service user.
- Develops a positive and collaborate relationships with manages and staff.
- Communicates a range of information and ideas effectively, both in writing and orally, to different audiences using language and style that is appropriate to the particular audience and context.
- Communicates internally with managers and staff and is responsible for communicating policies, procedures and initiatives consistent with guidelines and relevant legislation to those delivering the services.

### **Reporting Relationships**



For further information about structure of the University refer to the [organisation chart](#).

## SELECTION CRITERIA, QUALIFICATIONS AND CAPABILITY OF THE POSITION HOLDER

Qualifications and Capability	
Qualifications, skills, knowledge and experience	
1.	Relevant degree, preferably at postgraduate level, and extensive relevant experience, or an equivalent level of knowledge gained through any combination of education, training and/or experience
2.	Demonstrated commitment to quality client service, highly developed interpersonal and relationship management skills in order to liaise, consult, negotiate and influence a wide range of people at all levels within the organisation
3.	Demonstrated experience providing high quality advice and guidance to managers on complex and sensitive people management matters, enabling managers to confidently deal with day to day employment issues and bring cases to a resolution.
4.	Proven experience providing policy advice to staff and supervisors on workplace legislation and enterprise agreements. An in-depth understanding of Enterprise Agreements, Awards and employment related legislation.
5.	Ability to engage and influence people working as a part of a collaborative team. Display openness and resilience, inspire others to change and act to make change happen with ACU's interests, strategic goals and Mission
Core Competencies (as per the <a href="#">Capability Development Framework</a> )	
6.	Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
7.	Demonstrated ability to adopt an organisational wide point of view and make informed, evidence-based decisions to achieve high quality outcomes for the organisation and seize opportunities that improve organisational viability
8.	Demonstrated commitment to delivering stakeholder centric service and keeping stakeholder interests at the core of business decisions to maintain service excellence. See the <a href="#">ACU Service Principles</a> .
9.	Demonstrated ability to tailor communication approach in order to communicate effectively internally and externally to gain the support of others for actions that benefit the University.
10.	Demonstrated planning, organisational and project management skills, with the ability to manage multiple projects, achieve required outcomes and meet deadlines in a high-pressure environment.
11.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.