

POSITION DESCRIPTION – TEAM LEADER

Position Title	HR Business Partner	Department	Human Resources
Location	Victoria	Direct/Indirect Reports	1
Reports to	HR Manager	Date Revised	January 2016
Job Grade	Job Grade 5		

■ Position Summary

Reporting to the HR Manager, the HR 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, Transition). With a focus on ensuring operational excellence on a day to day basis, the role will work closely with directors, line managers, staff and volunteers to build capacity and knowledge of Red Cross HR policy and practice and strategy implementation. The HR Business Partner will have an allocated client group and will work closely with their clients to understand the context within which HR support is being provided.

■ Position Responsibilities

Key Responsibilities

- Build effective relationships with Directors and Line Managers to ensure a sound understanding of the HR needs and issues related to those programs.
- Work with the HR Manager to ensure accurate application of appropriate EBA, Awards and other remuneration and benefit frameworks
- Provide coaching and advice in the resolution of informal and formal complaints and grievances to both line managers, staff, and volunteers – including conducting investigations where appropriate
- Work with specialist roles and committees to resolve issues and support implementation of people and culture based initiatives
- 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
- Support and contribute to strategies that support the work of the Culture and Capability team and broader organisational cultural pieces of work
- Work with the HR Manager and other HR staff to ensure the effective implementation of organisation wide HR strategy and initiatives at a local level
- Plan, design and implement appropriate organisational change projects working closely with Managers/Directors to ensure best practice approach and impacted staff throughout the process.

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience in an operational HR generalist role
- Experience project planning and implementation
- Experience in interpretation and application of industrial instruments

Desirable

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

Behavioural Capabilities

- **THINK | Organisational Understanding and Compliance | Demonstrates understanding of Red Cross, its broader environment and complies with organisational procedures and guidelines**
Recognises key decision-makers within the organisation | Maintains awareness of how different parts of the organisation operate in relation to one another | Has an awareness of sector developments and trends | Ensures self and team compliance with relevant policies and procedures
- **COLLABORATE | Engage and Influence others | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives**
Seeks out relationships that are mutually beneficial | Participates in a range of community and professional groups | Establishes and maintains good working relationship with internal and external stakeholders | Utilises a 'win-win' approach to presenting a case
- **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**
Takes accountability for delivering high quality results | Stands by own decisions and takes responsibility for them | Sees tasks and projects through to completion | Maintains consistent high levels of effort throughout the working day | Accepts and tackles demanding goals
- **LEAD | Coach and Develop | Provides coaching and development opportunities to build capacity**
Makes objective assessments of team and individual strengths and development needs | Provides resources to support learning and development | Puts aside appropriate time to coach others | Encourages staff to pursue development opportunities

■ 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 3 years thereafter. Police check renewals may be required earlier than 3 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