



POSITION DESCRIPTION – TEAM LEADER

Position Title	Human Resources Business Partner NT	Department	Strategy, People & Performance
Location	Darwin, Northern Territory	Direct/Indirect Reports	1 / Volunteers
Reports to	Human Resources Manager NT	Date Revised	September 2018

Red Cross is committed to building long-term and respectful partnerships by working with Aboriginal and Torres Strait Islander people, communities and organisations to determine and lead their own solutions. To support this commitment, Red Cross is determined to build our capacities through meaningful and rewarding employment and Volunteering opportunities for Aboriginal and Torres Strait Islander people.

■ Position Summary

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, and Transition). With a focus on ensuring operational excellence and compliance on a day to day basis, the role will work closely with line managers, staff and volunteers to build capacity and knowledge of Red Cross HR policy and practice.

■ Position Responsibilities

Key Responsibilities

- Build effective relationships with line managers ensuring a sound understanding of the HR needs and issues related to their programs
- Work with the HR Manager to ensure accurate application of appropriate EBA, Awards and other remuneration and benefit frameworks
- Work with the HR Manager and HR Leadership Team members to identify any emerging HR trends, or local initiatives
- Support line managers with recruitment needs including assistance with Position Description creation and in collaboration with the Recruitment Team, assist with Page Up Requisition management
- Liaise with the payroll team and other stakeholders as appropriate to resolve escalated payroll issues
- Provide support and advice to staff, volunteers and managers in relation to complex HR issues
- Provide coaching and advice in the resolution of informal and formal complaints and grievances to both line managers, staff, and volunteers
- Work with the WHS Consultant, and WHS Committee to resolve issues as required
- Provide a case management approach to the management of WorkCover Claims
- Ensure the effective management of the transition process, including conducting exit interviews, analysing exit data, and making recommendations to the HR Manager, and line managers as appropriate
- Manage the Performance, Review, Development process in conjunction with the Culture and Capability Business Partner, ensure the process is conducted in a timely and effective manner

- Work with the HR Manager to ensure the effective implementation of organisation wide HR initiatives at a local level
- Provide accurate and timely reports to the HR Manager as required
- Work with line managers and the Culture and Capability Business Partner to ensure on line e-learning modules are completed as required
- Ensure all staff have a valid and current Police Check (renewed every 3 years) and NT Working with Children card as per local legislation
- Ensure 100% accuracy is maintained with all Recruitment Requisitions for NT based staff with regard to Award, Classification & Increment, Reporting Line and Position Description as managed through Page Up

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience in an operational HR Generalist role
- Experience in interpretation and application of Industrial Instruments
- Experience using Recruitment Management Systems and Payroll

Qualifications/Licenses

- A NT Working with Children check is a mandatory requirement for this role
- Relevant tertiary qualifications in Human Resources or a related discipline or 2 years' experience
- Active membership of the Australian Human Resources Institute (AHRI) would be well regarded

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing change** | Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.

■ 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