



POSITION DESCRIPTION

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| POSITION TITLE | People and Culture Business Partner |
| DIVISION | Shared Services |
| DEPARTMENT | People Experience |
| REPORTS TO | Employee Relations Manager |

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be safe, happy and empowered. We support and respect all children and vulnerable adults, as well as our staff and volunteers. We are committed to the safety, participation, and empowerment of all our program participants. All successful candidates will undergo a robust screening process prior to employment. We provide our staff and volunteers with ongoing supervision, support and training in their work with vulnerable people.

DEPARTMENT PURPOSE

The People and Culture function is responsible for delivering strategic and operational people-related strategies and services to the organisation to enable an inclusive, effective, efficient and agile organisation.

We are embarking on a transformational journey reviewing current people practices, processes and systems to create a service environment that supports the delivery of

inclusive, responsive and robust user centred services that will enhance the employee experience.

POSITION PURPOSE

The People and Culture Business Partner is responsible for proactively and genuinely partnering with client groups working in a generalist capacity to coach and advise leaders on people matters, in addition to gathering people insights, contributing to the design of new people practices and embedding an employee experience focus that is authentic and highly valued.

KEY RESPONSIBILITIES

- Provide a consultancy service and operational HR management of all facets of the employee lifecycle including employee development, performance management, dispute resolution, interpretation of industrial instruments, remuneration and employee engagement.
- Drive an exceptional, professional employee experience to a diverse range of clients across the organisation
- Build strong partnerships and constructive relationships with all levels of management and staff
- Act autonomously with limited direction within the scope of the role
- Act as a subject matter expert to client group's success by supporting organisational outcomes for all people practices.
- Provide accurate, support and pragmatic contemporary technical IR/ER/HR advice
- Facilitate effective resource, capability building and talent management planning, and identify talent issues before they affect the organisation
- Support and work collaboratively with all People and Culture team members
- Liaise with People and Culture team to identify and discuss any 'hot spots' that might be emerging
- In conjunction with ER Manager, effectively manage industrial relations cases and investigations in a timely manner, analysing risks and making professional recommendations
- Identify and support the development, overall good practice and support continuous improvement
- Use organisational insights to drive change in people management practices

- Assist with building the organisation's capability to embrace and capitalise on change, and support changes in the organisation by leading initiatives to make changes easier for leaders and staff
- Identify and respond to people issues in a timely manner, proactively referring to other members of the People and Culture team where necessary.
- Communicate People and Culture initiatives, policies and procedures to leaders and staff
- Provide authoritative specialist advice and interpretation on policy
- Detailed knowledge of policies, procedures, guidelines and practices of the organisation and the fair work act
- Gather intelligence on people risks, and escalate issues as needed
- Detailed knowledge of statutory requirements and corporate governance
- Contribute to the People and Culture team's overall success and development
- In conjunction with ER Manager, effectively communicate and engage with unions and key external stakeholders to deliver agreeable outcomes and maintain strong working relationships
- Under guidance of ER Manager, represent the organisation and perform advocacy in various commissions and tribunals including Fair Work Commission, and negotiate matters on behalf of the organisation within the scope of the position.
- Provide regular, accurate and timely reports including analysis of root cause and recommendations
- Visit, spend time and work with client groups as a minimum, three times per week at their business location/s
- Attend client groups regular operational and/or management meetings
- Other duties as required

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.

SCOPE OF RESPONSIBILITY

Direct Reports: N/A

Indirect Reports: N/A

KEY SELECTION CRITERIA

Career Experience:

- Demonstrated professional experience coaching and mentoring others
- Developed leadership skills, ability to develop and maintain effective workplace relationships through an approachable style as well as the ability to manage and work in a multi-disciplinary cross functional team with a passion for continuous improvement
- Demonstrated strong methodical approach and experience in managing complex industrial relations matters and investigations and the ability to liaise with a range of internal and external stakeholders in relation to guiding and advising outcomes
- Enjoy influencing through strong data-driven insights as well as prior experiences and gained expertise
- Specialist skills in Industrial Relations/Employee Relations

Personal Qualities:

- Collaborative and pragmatic in nature, with a demonstrated strong human centred/customer service focus is essential
- Exceptional interpersonal and communication skills with the ability to build effective relationships and liaise across all levels with internal and external stakeholders
- Demonstrated experience in effective conflict resolution and grievance management through mediation and conciliation
- Demonstrated ability to identify and resolve problems and make appropriate recommendations
- Ability and willingness to be flexible and nimble in a fast-paced and changing environment
- Demonstrated ability to work as an effective member of a team and to work exercising independence, judgement and initiative
- Well-developed organisational and time management skills with the ability to plan workload, prioritise and meet deadlines
- Competency in Microsoft Office Programs including Word, Excel and Outlook
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

Qualifications/other:

- Tertiary qualifications in human resources or significant relevant experience as a generalist business partner with expert ER/IR experience within a fast-paced and changing environment in large, diverse and complex organisations

MANDATORY EMPLOYMENT CRITERIA

- Specific work requirements include work-based travel
- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required - BSL will facilitate this process

- A Working with Children Check is required - BSL will facilitate this process

BSL values diversity and inclusion with regards to its staff and the communities we serve. We encourage you to submit your application for this role regardless of whether you meet all the key selection criteria. We encourage individuals from all backgrounds to apply.