POSITION DESCRIPTION – TEAM LEADER

Position Title	Human Resources Business Partner SA	Department	Strategy, People & Performance
Location	Adelaide, SA	Direct/Indirect Reports	1 Volunteer
Reports to	People and Culture Manager - SA/WA	Date Revised	December 2018
Job Grade	Job Grade 5		

■ 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 People & Culture Manager to ensure accurate application of appropriate EBA, Awards and other remuneration and benefit frameworks
- Work with the People & Culture Manager and HR Leadership Team members to identify any emerging HR trends, or local initiatives
- Support line managers with Position Description creation and Job Evaluation process
- Liaise with the payroll team and other stakeholders as appropriate to resolve escalated payroll 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 People & Culture 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 People & Culture Manager to ensure the effective implementation of organisation wide HR initiatives at a local level
- Provide accurate and timely reports to the People & Culture Manager as required
- Work with line managers and the Strategy & Culture team to ensure on line e-learning modules are completed as required
- Liaise closely with the Shared Services team to ensure all activity mirrors requirements for the SA
- Ensure all staff have a valid and current Police Check (renewed every 5 years) and SA Working with Children card as per local legislation

Position description
Template authorised by: Janice Murphy, National Recruitment Manager
Date: December 2017

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- Ensure 100% accuracy is maintained with all Recruitment Requisitions for SA based staff with regard to Award, Classification & Increment, Reporting Line and Position Description

■ 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

- 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 coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Personal effectiveness | Solving problems |** Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.
- **Personal effectiveness | Managing my behaviours |** Demonstrated ability to effectively manage the emotions and behaviours of self and others to lead teams to achieve results. Ability to monitor and manage stress levels and provide support to teams.
- **Team effectiveness | Collaborating |** Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **Team effectiveness | Managing change |** Demonstrated capability to lead, support and manage change within teams. Understanding the impact on the team and taking ownership for implementation of change.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

■ 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 5 years thereafter. Police check renewals may be required earlier than 5 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