

POSITION DESCRIPTION





Position Title: People & Culture Business Partner

Position Purpose

The purpose of this role is to provide general People & Culture advice and support to an operational management team, with particular attention to:

- The enablement of operational line managers' leadership capabilities and operational effectiveness through the provision of identified support, advice, access to training and other identified people-related tools
- The provision of thoughtful and fit for purpose P&C input to management decisions, projects & business plans (consistent with Scope's Workforce Plan)
- Supporting the consistent application and adoption of core P&C processes such as recruitment, induction and compliance/safeguarding training

Division:	People & Culture	Reports to	General Manager People & Culture (with dotted line to GM Division)
		Direct Reports:	None
Internal Relationships:	GM P&C and GM Division; C&SD Managers; Coordinators; P&C Functional Heads & Shared Services; Other P&C BPs; Divisional administration staff	External Relationships	
Delegation of Authority	Level 5	Category	Specialist
Employment Contract	Permanent Full-time	Award	Above Award

Scope's Mission	Scope's mission is to enable each person we support to live as an empowered and equal citizen.		
Scope's Vision	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <ul style="list-style-type: none"> • support and listen to each person and their family. • provide leadership to influence strategy and policy. • deliver person driven, flexible & responsive services to build a sustainable future. • build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research. <p>We will deliver better outcomes.</p>		
Scope Approach	<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  <p>see the person</p> <p>.....</p> <p>We listen to understand. We see the potential. We recognise how you do things and what you achieve. We take personal responsibility. We build excellent relationships with our clients and customers. We understand the balance between risks and rights.</p> </div> <div style="text-align: center;">  <p>do it together</p> <p>.....</p> <p>We lead in line with The Scope Approach. We work together to achieve shared goals. We build sustainable and ethical partnerships. We support each other. We communicate early and honestly. We share responsibility for safety.</p> </div> <div style="text-align: center;">  <p>do it right</p> <p>.....</p> <p>We use systems and processes in our work. We deliver quality outcomes safely and on time. We understand risks and opportunities. We are a financially sustainable organisation. We own the consequences of our actions. We take pride in the delivery of our mission.</p> </div> <div style="text-align: center;">  <p>do it better</p> <p>.....</p> <p>We develop creative solutions. We review and continually improve. We understand what is working and what is not. We seek and respond to feedback. We build capacity in all that we do. We are a leader in safety.</p> </div> </div>		

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Key Function	Key Accountabilities, Responsibilities & Deliverables
Service Provision	<p>Responsible for:</p> <p><u>Recruitment</u></p> <ul style="list-style-type: none"> Overseeing the execution of the (centrally defined) recruitment process within the operations, ensuring the hiring of suitable and capable recruits to meet business requirements within budget Creation of PDs and job evaluation where appropriate Arranging/performing reference checks and letter of offer Effective operation of the process of hiring casual employees within the operations Ensuring compliance with Scope policy and procedures including EEO <p><u>People & Culture Policies & Procedures</u></p> <ul style="list-style-type: none"> Divisional awareness of compliance with Scope P&C policies and procedures Ensuring timely roll-out and education of new & updated policies/procedures Ensuring employee remuneration is paid in accordance with Scope Policy and that terms & conditions of employment are compliant with Scope's EBA (where relevant) and the Fair Work Act Work closely with the OH&S team on the implementation of OH&S initiatives (with a focus on prevention), OH&S training, return to work plans, etc. <p><u>Employee Learning & Development and Performance</u></p> <ul style="list-style-type: none"> Ensuring the execution of induction and training in the operations, in the interests of building organisational capability; this includes ensuring all mandatory/compliance training is completed on time Liaising with Operational management and the L&D team to address specific L&D needs/issues; including identifying opportunities for staff development Deliver training courses personally, where appropriate Implementation of the performance management process and advice/support to line management in managing specific performance issues <p><u>Grievances and Investigations</u></p> <ul style="list-style-type: none"> Managing the grievance process and conducting IR/ER investigations Identifying the causes and contributing factors to incidents / outcomes / issues arising within the operational areas Reporting on investigations including the use of the Riskman system <p><u>Workforce Review & Process Improvements</u></p> <ul style="list-style-type: none"> Capturing/receiving feedback from the workforce and channelling this in the interests of appropriate action / continuous improvement Coaching managers in their engagement of employees and development of positive culture Implementing Scope 'change management' methodology to assist in the implementation of significant workforce changes Talent review/identification, in liaison with Operational / P&C Management Formative input to P&C processes, initiatives, project plan and workforce plan Implementing Employee Opinion Surveys and resulting action plan

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	<p><u>Other</u></p> <ul style="list-style-type: none"> Engaging with the centrally-located colleagues – particularly P&C Functional Managers and Shared Service Managers – as appropriate to ensure timely advice/action to meet local and organisation's needs. Central or org-wide responsibilities as assigned by the GM P&C (if applicable) Projects to be agreed between operational GM and GM P&C
Financial Outcome	<ul style="list-style-type: none"> No direct financial outcomes. May be consulted for input to budget and expected to manage people related expenditure.
Growth Delivery	<ul style="list-style-type: none"> Supports growth through effective stewardship of P&C activities and contribution to local operational goals.
People Leadership	<ul style="list-style-type: none"> Be seen as the P&C 'point person' (go to person) for managers within their area of operations; assist management in the development of effective teamwork and a resilient, inclusive, positive, performance-oriented culture Be seen as a role model of the Scope Approach Responsible for assisting with setting performance targets and objectives Uphold Scope policies and Duty of Care responsibilities toward employees and clients
Workplace Health & Safety	<ul style="list-style-type: none"> Responsible for ensuring that Scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all. Assists in the implementation of Scope's OH&S policies and procedures Provides support and direction in the implementation of Scope's Health & Wellbeing Programs

SELECTION CRITERIA People & Culture Business Partner

Qualifications & Knowledge/Experience	<p>Essential</p> <ul style="list-style-type: none"> Relevant experience in professional P&C/HR generalist roles, or Relevant experience in managing P&C/HR functional specialties focused on a service delivery workforce <p>Desirable</p> <ul style="list-style-type: none"> Relevant tertiary qualifications Previous experience in the Not-for-Profit disability services sector Experience working in a matrix reporting environment
Technical Competencies	<p>Demonstrated effective;</p> <ul style="list-style-type: none"> Practical knowledge of contemporary and progressive P&C/HR practices Strong verbal and written communication skills Strong analytical skills and decision-making (judgement) skills Strong problem-solving skills Organisational and project management skills Experienced user of Microsoft Office and other relevant systems/technologies

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Behavioural Competencies	<p>Demonstrated effective;</p> <ul style="list-style-type: none"> • ability to build and maintain effective relationships with a variety of stakeholders, both at senior (GM) level and within operational structures • personable nature and personal impact to build strong and positive 'first impressions' • ability to 'think on your feet' to progress difficult/challenging discussions and inspire confidence • negotiation and influencing skills • maturity to deal with sensitive/personal information and issues • multi-tasking – ability to work productively and energetically to progress many matters simultaneously in a busy and demanding organisational setting and industry sector • ability to work without supervision
Licenses & Accreditations	<ul style="list-style-type: none"> • Cleared Police Check for disability within the last twelve months • Working with Children's Check • Must satisfy all visa requirements for working in Australia • Driver's license (required for all roles where there is a requirement to travel to deliver services)

Authorisation:

This Position Description has been reviewed and approved by the General Manager P&C.

People & Culture Authorisation

Job Evaluation Completed: _____ Position Created: _____

Organisation Hierarchy Amended: _____