



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	People and Culture Business Partner
<b>DIVISION</b>	Shared Services
<b>DEPARTMENT</b>	People and Culture
<b>REPORTS TO</b>	Manager, HR Business Partnering

## 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.

The Brotherhood of St Laurence values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

## DEPARTMENT PURPOSE

People and Culture (P & C) partners with the people of BSL to create an Australia free of poverty. We provide insight and build capability of our leaders, staff and the organisation generally to lead, manage, and develop our people and keep them healthy and safe.

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, agile, responsive and robust services that will enhance the employee experience.

## POSITION PURPOSE

The P&C Business Partner engages with organisational leaders to build people leadership capability and support the successful management of employment risks. As a trusted partner, the role engages on all aspects of human resource practice consulting on continuous improvement and implementing people related initiatives.

## KEY RESPONSIBILITIES

<b>Service Delivery and Customer Service</b>	<ul style="list-style-type: none"> <li>• Drive an exceptional employee experience.</li> </ul>
<b>Advice</b>	<ul style="list-style-type: none"> <li>• Provide accurate, supportive and pragmatic contemporary advice on all aspects of Human Resources (HR) including: workforce development, industrial relations, employee relations, talent management, employment life cycle, organisational development and change.</li> <li>• Managing the deployment of appropriate internal and/or external resources to support in delivering business strategy and plans.</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>• Build strong trusted partnerships and constructive relationships with senior leaders within client groups; building high levels of professional credibility.</li> <li>• Develop strong working relationships at all levels of management and staff.</li> <li>• Support, coach and develop members of the Service Desk team to respond to first level queries, current issues of the day.</li> <li>• Mentor and support Associate Business Partners and HR Advisors to develop and build capability in next level activities.</li> <li>• Support and work collaboratively with other members of P&amp;C including other P&amp;C Business Partners and Associate Business Partners, Advisors, Health Safety &amp; Wellbeing (HSW) Partners, Learning and Organisational Development, Change Management Service Desk and Payroll.</li> <li>• Effective communications and engagement with unions and other key external stakeholders characterised by effective consultation, agreed outcomes and strong working relationships</li> <li>• Visit, spend time and work with client groups at their business location/s</li> <li>• Attend client groups regular operational and/or management meetings to actively become part of the leadership team.</li> </ul>

<p><b>Development and Provision of a Quality P&amp;C Function</b></p>	<ul style="list-style-type: none"> <li>• Adopt a specialist portfolio in one or more aspects of human resources (e.g. Talent management, enterprise bargaining, workforce planning) and an organisational portfolio of services/departments.</li> <li>• Identify requirements for HR frameworks and tools for recruitment, performance management, development, career and succession planning, compensation and benefits, diversity, employee on and off-boarding, and retention of talent, to meet business needs.</li> <li>• Deliver complex analysis of HR data; identify key trends and contribute to the creation of HR insights that enable the diagnosis of business issues, enhancement of employee engagement, and/or improvement of organisational performance.</li> <li>• Provide regular, accurate and timely reports including analysis of root cause and recommendations</li> <li>• Develop policy/procedures, interpret and apply policy to achieve specified outputs, or advise the wider business on application of policy, then monitor implementation of those policies/procedures within the organisation. Ensure compliance with internal policies and legal requirements.</li> <li>• Communicate, consult and implement P&amp;C initiatives, policies and procedures to leaders and staff</li> <li>• Investigate, and propose solutions for, very complex and/or contentious Employee Relations and legal cases in a timely manner in liaison with line managers; Analyse risks and make appropriate recommendations</li> <li>• Liaise with the P&amp;C team (e.g. P&amp;C Business Partners; HR Service Desk, HSW Partners, Learning and Development) to identify and discuss emerging employment risks</li> <li>• Ensure the HR Service Desk and Payroll have up to date information on employment policy/ procedure, terms and conditions of employment and wages related data.</li> <li>• Represent the organisation and perform advocacy in various commissions and tribunals including Fair Work Commission, as required</li> </ul>
<p><b>Development</b></p>	<p>Develop team and customer skills, knowledge and capability including coaching and mentoring colleagues across P&amp;C.</p> <ul style="list-style-type: none"> <li>• Contribute to the development, overall good practice and support continuous improvement</li> <li>• Contribute to the P&amp;C team’s overall success and development</li> <li>• Act as subject matter expert in an area of HR practice for the team (e.g. legislation, policy, enterprise agreement, performance management)</li> <li>• Maintain external accreditations and in-depth understanding of current and emerging external legislation and industry best practices through continuing professional development and reading specialist media.</li> </ul>
<p><b>Other duties</b></p>	<ul style="list-style-type: none"> <li>• Work collaboratively within teams to achieve common goals</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities</li> <li>• In collaboration with manager, set goals and objectives to ensure outcomes are met</li> <li>• Model BSL's values and adhere to the Code of Conduct in everyday work practices</li> <li>• Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.</li> <li>• This position will require direct/indirect contact with children and/or vulnerable individuals</li> <li>• Other duties as required</li> </ul>
--	---

**Career Experience:**

- Minimum of 4 to 10 years, broad and deep experience providing expert competence in HR Business Partnering or a related role.
- Significant relevant experience as a generalist business partner with strong Employee/Industrial Relations experience within a fast-paced and changing environment in large, diverse and complex organisations
- Demonstrated experience coaching and mentoring others
- Demonstrated experience in effective conflict resolution and grievance management through mediation and conciliation
- Demonstrated ability to identify and resolve problems and make appropriate recommendations

**Personal Qualities and Capabilities:**

- Capable in managing complex, high quantity, and sometimes contradictory information to effectively solve problems.
- High business acumen applies knowledge of business and the marketplace to advance the organisation's goals.
- Ensures accountability, holds self and others accountable to meet commitments.
- Communicates effectively, develops and delivers communications that convey a clear understanding of the unique needs of different audiences.
- Exceptional interpersonal and communication skills with the ability to build effective relationships and liaise across all levels with internal and external stakeholders
- Plans and prioritises work to meet commitments aligned with organisational goals.
- Drives engagement, creates a climate where people are motivated to do their best to help the organisation achieve its objectives.
- Manages conflict, demonstrates an ability to de-escalate conflict situations and resolve workplace grievances and complaints effectively.
- Optimises work processes, knows the most effective and efficient processes to get things done, with a focus on continuous improvement.
- Builds partnerships and works collaboratively with others to meet shared objectives.
- Makes well researched and timely decisions.

- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety. You will be required to abide by the Child & Adult Safeguarding Policy and the Code of Conduct as well as all related child safe policies and procedures
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence.
- Collaborative and pragmatic in nature, with a demonstrated strong human centred/customer service focus is essential.
- 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
- 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

#### **Qualifications/other:**

- Bachelor's degree or relevant qualification. Relevant post graduate qualification desirable.
- Competency in Microsoft Office Programs including Word, Excel and Outlook

#### **KEY SELECTION CRITERIA**

- Relevant tertiary qualifications and substantial experience as a generalist HR Business Partner role.
- Demonstrated capability across all aspects of human resource practice, particularly regarding the management of employee relations risk.
- Demonstrated experience successfully using influencing and negotiation skills, and developing trusted stakeholder relationships, coaching and building capability in people leaders.
- Excellent verbal and written communication skills including reports, correspondence, presentations, producing data reporting.
- Demonstrated experience and resilience implementing complex projects and/or policies with the ability to balance urgent and important workloads and manage client expectations.

#### **MANDATORY EMPLOYMENT CRITERIA**

- This position may work at any time across the week in various work locations to successfully perform the role.
- 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 for this position. BSL will facilitate this process.

- Additional screening requirements may be applicable depending on the division or area of the business that the role supports

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 may be amended from time to time.