

POSITION DESCRIPTION

Bundaberg Regional Council has a vision 'To Build Australia's best Regional Community'. This position description outlines the values that underpin this vision and an overview of the general duties and responsibilities required in this role.

Overview

Position Title:	Senior Human Resources Business Partner	Industrial Instrument:	Bundaberg Regional Council Certified Agreement plus Queensland Local Government Industry Stream A Award
Position Number:	4146, 4137, 4170	Classification Level:	6
Employment Location:	Bundaberg Service Centre	Position Status:	Full-time
Department:	People and Performance	Document Last Reviewed:	23/04/2024
Branch:	Human Resources Operations	Job Dictionary:	N/A
Accountable To:	Manager Human Resources Operations		
Aim of Position:	This position supports Council's operational and strategic direction by providing human resources business partnering services, providing leadership, expert advice, support and recommendations using high level skills and knowledge, to support Council's workforce and the achievement of Council's vision and corporate plan.		

Council Values

Bundaberg Regional Council's culture is driven by the following values:



Key Responsibilities

- Under limited direction, undertake human resources (HR) generalist functions including recruitment, onboarding, performance management, provision of advice, support, recommendations, and coaching to leaders and employees. This requires the application of high-level knowledge and skills in relation to HR policies and procedures, best practice, and advice on the interpretation of industrial, Local Government and relevant legislation and awards.
- Manage, develop, support, promote and embed People and Performance strategies and initiatives which support the strategic direction of portfolio directorates, and Council, through collaborative and professional partnerships with portfolio line management and employees.
- Exercise expert professional judgement in the management of complex matters and/or assist others with complex matters such as complaints, grievances, discipline, performance management and organisational transformation. This may include gathering evidence, identifying systemic issues, and preparing and/or reviewing preliminary assessments, investigation reports, recommendations and correspondence.

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- Manage internal and external grievances and complaints related to complex HR matters, including conducting internal investigations/discipline processes, identifying systemic issues, and preparing and/or reviewing preliminary assessments, investigation reports, making recommendations to senior leadership recommendations and preparing correspondence.
 - Lead the development, implementation and review of HR policy, procedures and guidelines, ensuring compliance with industrial instruments and legislation, and contemporary HR/IR practices and solutions.
 - Provide coaching and mentoring to HR Operations team members to assist with delivering HR processes to quality standards within required timeframes.
 - Lead the successful delivery of People and Performance projects, taking responsibility as directed.
 - Communicate effectively with key stakeholders to insure People & Performance matters are managed professionally in partnership with employees Supervisors, Managers or Executive Leaders and other relevant parties.
 - Provide both formal and informal training and guidance to employees and leaders as required.
 - Engage with Council's employees and leaders to develop strong professional relationships
 - Participate in planning and conducting People and Performance community engagement activities on behalf of Council as required.

Position Requirements - Qualifications and Experience:

Mandatory:

- Relevant Degree qualifications with substantial relevant experience in a HR generalist role; OR relevant Diploma qualification with substantial experience; OR less formal qualifications with specialised skills sufficient to perform the duties required at this level; OR attained through previous appointments, service, and/or study an equivalent level of experience and expertise to undertake the range of activities required at this level.
- Expert HR generalist knowledge and skills gained through experience including the interpretation, application and provision of advice on industrial and employment relations legislation, policies and procedures.
- Demonstrated effectiveness in leading by example, contributing positively to a team, and working cooperatively and collaboratively to improve workplace practices and build customer confidence.
- Senior level experience in the development of policy, procedures and business processes based on operational requirements, industrial instruments and employment legislation.
- Excellent customer service, interpersonal and communication skills with the ability to present high-quality, concise information and the ability to maintain confidentiality and integrity and deal with sensitive information.
- Strong computer skills and demonstrated proficiency in the use of business technology and desktop applications, including the use of Microsoft Office suite and database packages.
- Demonstrated ability to self-regulate emotions and ability to thrive in emotionally sensitive, high-pressure, confidential, and stressful environments.
- Experience preparing complex and sensitive professional material relating to investigations, discipline, employee complaints, grievances and other industrial matters.
- Demonstrated ability to set priorities, monitor workflows in HR areas of responsibility and successfully complete administrative tasks accurately and professionally.
- Demonstrated experience in maintaining a positive, 'can do' approach at all times.
- Ability to legally operate a motor vehicle under a "C" Class Licence.

Desired:

- Relevant HR experience in a local government environment including knowledge of Council programs, policies, and activities.

Organisational Capabilities – Individual Employees (Leading Self):

The capabilities for all roles are obtained from the Capability Framework which describes key behaviours required at all levels and roles across Council. There are four mandatory capabilities that are required in all roles – building relationships, customer focus, safety and professionalism and job requirements.

Capability	Descriptors
Building relationships (mandatory)	Building Relationships with people: <ol style="list-style-type: none"> 1. Puts themselves in other people's shoes to accept and value different thinking 2. Uses sound communication skills of active listening, paraphrasing to check for understanding, and appropriate language depending on the audience 3. Quickly assesses the emotions of colleagues around them and then adapts words, tone and gestures accordingly
Cross-organisational thinking (mandatory)	Understands how their work makes a difference to Council: <ol style="list-style-type: none"> 1. Can describe the vision and purpose for their direct area 2. Able to describe how their work contributes to organisational objectives 3. Considers wider organisational objectives when making decisions and performing their work
Customer focus (mandatory)	Understands customer perspectives and is committed to meeting customer needs: <ol style="list-style-type: none"> 1. Actively works to understand customers and stakeholders 2. Engages customers in a friendly and appropriate manner 3. Shows respect for customers and stakeholders
Delivery and outcome focus (mandatory)	Focus on individual performance and supporting others: <ol style="list-style-type: none"> 1. Readily shares their knowledge and experience 2. Seeks to understand tasks, asks questions and knows what is expected of them 3. Approaches challenging work situations with positive energy 4. Sets priorities and organises self to meet work deadlines 5. Reports progress and any potential delays of issues which may impact on others
Safety and professionalism (mandatory)	Models safe, professional and ethical behaviour: <ol style="list-style-type: none"> 1. Identifies safety issues and problems, takes and monitors corrective action 2. Is consistent in word and actions 3. Is viewed as trustworthy, honourable and truthful, and respectful of the view of others 4. Able to understand, monitor and channel their own emotions in a positive way whilst staying true to self 5. Demonstrates respectful behaviour and participates in training and reporting of unsafe, inappropriate and/or discriminatory behaviours.
Decision making (mandatory)	Makes sound ethical and respectful decisions in relation to own work: <ol style="list-style-type: none"> 1. Demonstrates ability to research, understand and analyze information relevant to work tasks 2. Shows judgement in decision making
Job requirements (mandatory)	Applies knowledge and skill: <ol style="list-style-type: none"> 1. Able to evidence knowledge appropriate for their role 2. Demonstrates strong skills in their functional area 3. Committed to maintaining a high standard of practice in their role
Making improvements	Open to making improvements: <ol style="list-style-type: none"> 1. Shows a willingness to try new ways of working

(mandatory)	2. Generates and shares new ideas and suggestions for improvement
Managing stakeholders	Manages internal and external relationships relevant to role: <ol style="list-style-type: none"> 1. Written and verbal communication is clear and concise 2. Listens to other actively and attentively 3. Demonstrates a friendly and engaging interpersonal style 4. Builds networks with peers 5. Works collaboratively with others
Progressing change	Responds flexibly to change: <ol style="list-style-type: none"> 1. Works to embrace and assist change 2. Helps to engage others in the change process 3. Shows resilience in times of uncertainty

Organisational Accountabilities:

The organisational accountabilities are the expected standards of performance all roles and levels in Council

Accountability	Action
1. Workplace Health and Safety	<ul style="list-style-type: none"> • Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness, and operate in accordance with Council's Health and Safety Duty Statement and associated safety policies/procedures.
2. Culture	<ul style="list-style-type: none"> • Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council. • Comply with Council's Code of Conduct and all Council policies and procedures at all times.
3. Information Services and Technology	<ul style="list-style-type: none"> • Protect and manage Council's information assets in accordance with legislative, Policy and process requirements. • Use Council's technology appropriately and with respect.
4. Disaster Management	<ul style="list-style-type: none"> • Assist, support and participate in Council's response to a disaster event, including any exercises and/or any event where the Business Continuity Plan is activated.
5. Customer Service	<ul style="list-style-type: none"> • Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.
6. Financial Accountability and Governance	<ul style="list-style-type: none"> • Models compliance with Council's procurement Policy. • Delegations may be applicable to this position and are detailed in the Delegations Corporate Register. • Legislative Sub-Delegations and authorisations may also be applicable.
7. Corporate record keeping	<ul style="list-style-type: none"> • Ensure that full and accurate records are made for all business transactions conducted on behalf of Council and that all records are appropriately retained in accordance with Council's recordkeeping requirements.

Immunisation Requirements

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

Vaccination Name	Requirement
	No requirement.
