

Role Description

Business Partner



Title	Business Partner
Classification/Grade/Band	Band 3 Level 3
Group/Unit/Section	People and Culture
Reports to	Senior Business Partner, People and Culture

Vision

A vibrant organisation doing great things.

Purpose

To provide valuable services that strengthen and support the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching purpose, the Business Partner is responsible for assisting the Senior Business Partner in the delivery of strategic and operational People and Culture (P&C) initiatives, by understanding business and client needs and contributing to the establishment and implementation of methodologies, tools, initiatives and activities required to assist in achieving the organisations strategic and workforce management objectives.

This will be achieved by progressive partnering with client groups and key stakeholders to develop a deep understanding of the business strategy and to clearly articulate and implement people solutions that reinforce the desired organisational culture and result in improved workplace and business performance.

The Business Partner is required to provide quality customer service and create value for the community.



Key Duties and Responsibilities

- Deliver effective workforce management advice and outcomes to support client groups with a focus on engagement, performance and change leadership through business transformation.
- Manage complex industrial relations activities including grievance, dispute and disciplinary matters from investigation through to resolution, ensuring outcomes are fair, transparent and consistent with legislative and organisational policy requirements.
- Build leadership capability through coaching in all facets of P&C related matters and assist the client group to effectively balance their people and business outcomes.
- Lead various P&C initiatives and contribute to the development, implementation and delivery of projects through proactive involvement with the wider P&C team.
- Build and maintain co-operative working relationships and partnerships with key stakeholders in the business including employees, management and the wider P&C team.
- Perform any other duties, tasks or projects the employer may assign to you, having regard for your skills, training and experience.

Authority and Accountability

- Ensure all relevant WHS requirements, including Council's Safe Systems of Work, are considered and addressed as a function of the professional advice or direction you provide to Council and external parties.
- The Business Partner may work away from Council premises and is required to make autonomous decisions usually influenced only by Council policy, the situation and relevant legislative framework. Independent action is required.
- Decisions affect the work and activities across a major function or a number of Units.
- The work of the Business Partner influences the external environment by ensuring services are consistent with Council standards.
- The Business Partner is responsible for ensuring that operational safety standards or other requirements are met at an operational level.
- Identifies requirements as an input to budget development.
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.



Personal Attributes

- Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged.
- Represent the organisation honestly, ethically and professionally and encourage others to do so.
- Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance.
- Support initiatives that create an environment where diversity is valued.
- Critical and creative thinking to identify strengths and weaknesses of alternative solutions, conclusions, or approaches to People and Culture related matters.
- Ability to work in a dynamic and fast paced customer focused and performance driven environment.
- Highly resilient with the ability to drive successful outcomes.

Interpersonal Skills

- Write fluently in a range of styles and formats and tailor communication to the audience.
- Identify customer service needs, understand customer perspectives and implement responsive solutions
- Build cooperation and overcome barriers to information sharing and communication across teams/ units.
- Lead and facilitate productive discussions with staff and stakeholders, encouraging others to talk, share and debate ideas.
- Drive change both culturally and operationally as the organisation implements significant workplace change.

Business Enablers and Technical Skills

- Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change.
- Use expertise and seek others assistance to achieve work outcomes.



- Ensure current work plans and activities support and are consistent with organisational change initiatives.
- Research and analyse information, identify interrelationships and make recommendations based on relevant evidence.
- Ensure that actions of self and others are focused on achieving organisational outcomes.
- Take account of financial implications and return on investment when planning financial transactions.
- Support compliance with records, information and knowledge management requirements of the organisation.
- Be aware of procurement and contract management risks and actions to mitigate these.
- Evaluate progress and identify improvements for future projects.
- Apply an advanced understanding of relevant legislation including the Local Government (State) Award and the Local Government Act 1993.
- Ability to drive HR initiatives and programs through the effective delivery of presentations to small and large groups.
- Capacity to identify, contribute and implement contemporary human resource solutions and trends.

Team Work

- Ensure team objectives achieve business outcomes that align with organisational policies.
- Plan and monitor resource allocation effectively to achieve team objectives.

Qualifications

Essential

- Degree qualifications in Human Resources Management, Business Management or relevant field OR significant solid contemporary industrial relations and generalist human resource management experience.



Experience

- Extensive experience in a similar role working with diverse client groups in medium to large complex organisations
- Significant experience in managing outcomes for complex grievance, dispute and performance management related matters
- Extensive experience in negotiation, managing conflict and facilitating resolution
- Significant experience in working collaboratively with Union officials and delegates, embracing an interest based bargaining philosophy
- Extensive experience in the interpretation and application of Award, industrial and employment legislation
- Demonstrated experience in researching and analysing information of a complex and sensitive nature to deliver proactive solution based outcomes
- Demonstrated proficiency in providing technical expertise, coaching and advice to relevant staff to allow them to effectively undertake their responsibilities and duties
- Demonstrated ability to build strong, credible relationships and influence, persuade or negotiate outcomes that add value to the organisation
- Proven ability to assess and interpret information to formulate recommendations and provide specialist advice to enable the organisation to achieve quality outcomes.

Key Relationships

Internal	External
Executive Team	Community
Senior Managers	Employer Associations
Unit Managers	State and Federal Government Agencies
Section Managers, Team Leaders and Supervisors	Unions
Council employees	Industry networks

