

# Role Description

## Business Advisor



<b>Title</b>	Business Advisor
<b>Classification/Grade/Band</b>	Band 3 Level 2
<b>Group/Unit/Section</b>	People and Culture
<b>Reports to</b>	Senior Business Partner, People and Culture

### Vision

A vibrant and sustainable Central Coast.

### 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 vision and purpose, the Business Advisor in conjunction with the Senior Business Partner and Business Partner is responsible for providing a range of strategic and operational People and Culture (P&C) services which help meet business and client needs.

This will be achieved by providing employees and managers with specialist HR assistance including timely, customised and effective advice, information and support in relation to a range of P&C activities to implement people solutions that reinforce the desired organisational culture and result in improved workplace and business performance.

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



## Key Duties and Responsibilities

- Provide specialist advice on employee matters, industrial relations, awards and conditions of employment and other P&C related matters.
- Undertake disciplinary and grievance investigations and provide performance management coaching and advice.
- Support P&C initiatives and contribute to the development, implementation, delivery and continuous improvement of policies, projects and programs to build workforce capability.
- Undertake analytical research.
- Develop and review position descriptions to suit business and client needs.
- Assist in recruitment and selection processes as required.
- Provide support in workplace change management and workforce planning implementation and strategies.
- Build co-operative working relationships with key stakeholders in the business including employees, the P&C team and management.
- 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.
- Policy and procedures are readily available but the Business Advisor is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction.
- Decisions affect the work and activities of others within the Unit.
- The work of the Business Advisor influences the external environment by ensuring services are consistent with Council standards.



- The Business Advisor is responsible for ensuring that operational safety standards or other requirements are met at an operational level.
- Has little or no responsibility for 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 P&C related matters.
- Ability to work in a dynamic and fast paced customer focused and performance driven environment.

### **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.



## 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 a high level understanding of relevant legislation including the Local Government (State) Award and the Local Government Act 1993.
- Ability to support HR initiatives and programs through the effective delivery of presentations to small and large groups.

## 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 demonstrated contemporary experience in a similar role, combined with ongoing professional development.

## Experience

- Demonstrated experience in a similar role in a large organisation
- Proven experience in the resolution of grievances and performance management related matters
- Experience in negotiation, managing conflict and facilitating resolution
- Proven experience in the interpretation and application of Award, industrial and employment legislation
- Demonstrated experience in researching and analysing information to deliver business focussed 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
Unit Managers	State and Federal Government Agencies
Section Managers, Team Leaders and Supervisors	Unions
Council employees	

