

Melton City Council

Senior People and Culture Business Partner

Position Description

PD: 00303

A vibrant, safe and liveable
City accessible to all

1. Position details

Position Title	Senior People and Culture Business Partner
Directorate	Corporate Services
Service Unit/ Department	People and Culture
Position Classification	Band 7
Enterprise Agreement	Melton City Council Enterprise Agreement No 9 2019 or any successor enterprise agreement.

2. Organisational relationships

Reports to	People and Culture Manager
Supervises	Employee Relations Officer
Internal liaisons	<ul style="list-style-type: none">Managers and supervisorsCouncil StaffP&C Team members
External liaisons	<ul style="list-style-type: none">External service providers and advisorsUnionsIndustry bodies and interest groups

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.



5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Partnering with business unit managers and staff, actively coach, provide education and awareness, support and solutions on the full range of employment-related matters, building confidence and capability in people management, fostering positive employee relations and ensuring compliance with legislation and Council policies.
- Contribute to the development, implementation and continuous improvement of People and Culture's policies, processes and systems including change management and workforce planning and talent development, enabling achievement of Council's business and strategy objectives.

5. Key responsibility areas

- Contribute in the development and review of people and culture strategies and policies, including conducting research and benchmarking with other practices/organisations or sectors and ensuring business, manager and staff consultation occurs to maximise buy-in and successful implementation.
- Conduct internal employee relations interventions such as investigations, enquiry or mediation and determine where appropriate escalation or external specialist advice is needed for highly complex matters. Procure and oversight processes by external specialists, including employment and child safe investigations, ensuring they are carried out in accordance with Council procedures and appropriate standards.
- Educate and actively coach leaders in prevention of bullying, discrimination and harassment including the development and implementation of preventative strategies, education and awareness of best practices and case law application in the Local Government context.
- Provide support to the People and Culture Manager in the conduct of Council's enterprise bargaining processes including project planning, attend negotiations, conduct of voting and staff communication and ensuring documents and submissions are in accordance with the Fair Work Act requirements.
- Guide and support managers and staff in conducting organisational change management ensuring input and engagement with affected staff and meeting obligations to consult.
- Partner with managers to develop and guide effective recruitment and talent management processes including but not limited to vacancy and position assessment, flexible and effective campaigns and selection methods, capability assessment and development planning, and assessment and response to exit data.
- Coach other members of the People and Culture team in management of employee relations, work collaboratively with team members including OH&S and Injury Management team members to develop wholistic and one-stop-shop resolutions to complex people issues.

6. Accountability and extent of authority

- Provide timely, accurate and effective employees relations advice and develop creative solutions as necessary.
- Provide guidance and advice to supervisors and staff in relation to interpretation and application of key human resources documents such as policies, procedures, Enterprise Agreement clauses and national employment standards.
- Determine appropriate interventions for the response and resolution of employee relations matters
- Undertake analytical and investigative work and make recommendations
- Handle sensitive and confidential matters with discretion.
- Monitor, report and assist with budget preparation and expenditure.
- Implement process improvements initiatives including policy review, updates and amendments.

7. Judgement and decision making

- Provide advice to supervisors and staff on employee relations matters in accordance with policy, procedure and relevant HR documentation.
- Provide advice to supervisors and staff on employee relations and industrial matters in accordance with the Enterprise Agreement, National Employment Standards, Awards and other relevant HR documents.
- Resolve complex problems and issues and make prompt and appropriate decisions.
- Update the Coordinator pertaining to the status of work initiatives, priorities and challenges and escalate where decisions may have a significant impact on the organisation.
- Identify, procure and oversight appropriate external support services or specialist advice and processes pertaining to employee relations matters.
- Exercise sound judgement and confidentiality as it applies to employee relations and performance matters in relation to what advice and guidance to provide parties
- Contribute relevant information from business partnering activities to contribute to new or improved people and culture policies, plans and strategies.

8. Specialist skills and knowledge

- Solid understanding of key employment-related legislation, principles and application in a local government context.
- Demonstrated skills in resolving employment, conflict and disputes settlement in the workplace and in the conduct of disciplinary and performance processes.
- Solid knowledge and application of human resource policies and practice across the employment lifecycle, from recruitment and selection to exit and offboarding.
- Knowledge and understanding of Enterprise Agreements and Award interpretation with the ability to interpret key human resource documents.

9. Management skills

- Manage own time, meet deadlines and set priorities, and where necessary manage other stakeholders, to achieve targets, with a diverse range of activities and often conflicting demands.



- Respond to formal complaints and grievances within a timely manner and in accordance with Council Procedure and legislative timeframes.
- Manage employee relations matters and formulate options to address associated issues.
- Contribute to the team's effectiveness and reputation by coaching team members in a partnering approach and role modelling collaboration and cooperation.
- Actively coach and support supervisors, managers and staff in relation to people and culture and employment matters.

10. Interpersonal skills

- Deal with difficult situations and present a positive Council image at all times.
- Self-motivated with the ability to use initiative, maintain professionalism, integrity and confidentiality.
- Confidently engage with a broad range of stakeholders on complex, sensitive or emotionally charged people issues.
- Demonstrated verbal communication skills including the ability to establish constructive relationships and influence a broad range of key stakeholders.
- Advanced written communication skills with a high attention to detail and the ability to write file notes, letters and reports on HR related matters.
- Strong customer service skills with the ability to work with a range of parties to formulate positive and constructive solutions to employment-related matters.

11. Qualifications and experience

- Tertiary Qualification in Human Resources or relevant discipline with several years' experience in an employee relations or generalist Human Resource role.
- Experience in a broad range of general Human Resource functions including employee relations, recruitment and talent management and organisational change processes.
- Experience in planning and implementation of organisational change programs.
- Experience partnering with managers, staff and business units to develop constructive solutions to complex problems.

12. Key Selection Criteria

1. Tertiary Qualification in Human Resources or relevant discipline with several years' experience in an employee relations or generalist HR role.
2. Manage employee relations matters, formulate options to address complex people issues such as performance management, grievances, disputes and discipline.
3. Interpret and apply key human resource documents, policies and procedures, including Industrial instruments and employment legislation.
4. Experience partnering with managers, staff, unions and other external stakeholders to develop and implement constructive solutions and human resource plans and activities which support business effectiveness.
5. Experience supporting change processes including organisational restructures.
6. Excellent written and oral communication skills with experience developing awareness sessions, advice and communiques to managers and staff, and writing reports, letters, Executive briefings and other relevant HR correspondence.

7. Confidently engage with a broad range of stakeholders on complex, sensitive or emotionally charged people issues.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager People and
Culture

August 2022

Approved by Position Title

Date Approved

Incumbent's name

Signature

Date

