

## POSITION DESCRIPTION

|                    |   |
|--------------------|---|
| <b>Title:</b>      | <b>Senior HR Business Partner (Team Leader)</b> |
| <b>Group:</b>      | <b>Human Resources</b>                          |
| <b>Reports to:</b> | <b>Group Manager Human Resources</b>            |
| <b>Grade:</b>      | <b>19</b>                                       |
| <b>Hours:</b>      | <b>35 hours per week</b>                        |
| <b>Vehicle:</b>    | <b>no</b>                                       |

## Position Purpose

This position sits within the Human Resources Group and reports to the Group Manager Human Resources. The position is responsible for leading the HR Business Team, which includes learning & development, recruitment and on-boarding to ensure high quality HR services, projects and programs are delivered to internal clients. The role is also responsible for specific programs and manages a client portfolio within council.

## Qualifications and Experience

*(Minimum required/essential for success in the job)*

### Essential:

- Degree in Human Resource Management, Psychology or other relevant field
- Broad experience across human resource management, learning and development, recruitment and employee relations
- Demonstrated ability to interpret and apply employment related legislation, provide specialist HR advice and be committed to excellence in contemporary HR services
- Demonstrated experience in managing conflict including grievances, investigations, performance matters and counselling employees and guiding managers and supervisors through performance management and other staffing issues
- Demonstrated ability to develop and maintain effective workplace relationships, with an approachable style and ability to find innovative solutions to HR challenges
- High level interpersonal, facilitation, negotiation and conflict resolution skills as well as excellent written and oral communication skills
- Experience in supervising and motivating a team to achieve client focused services and business outcomes while managing multiple projects and issues to deadlines
- Demonstrated commitment to quality customer service and continuous improvement.
- Experience in using a quality management system or other business improvement initiatives

**Desirable:**

- Demonstrated understanding of the local government operating environment and contemporary issues affecting the industry
- Knowledge of the Local Government (State) Award 2017 and Local Government Act.
- Experience in working collaboratively with employee union officials and delegates

**Main Activities/Tasks**

Council operates on the principle of existing to provide benefits for our Community, Councilor's, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

**Team Leader Functions**

- Guide the team in the development and implementation of a business partnership model within council to deliver exceptional client service.
- Build collaborative and effective work relationships with internal and external stakeholders.
- Cultivate a motivated professional team who are committed to providing excellent services and advice to internal clients.
- Supervise staff in a professional and positive manner and ensure that expectations are clear and performance objectives are met.
- Responsible for ensuring the delivery of professional client focused services and solutions by the HR Business Team (HR Business Partner Services, Learning and Development and Recruitment )
- Encourage a supportive and collaborative team environment across HR teams.

**Business Partner Functions**

- Provide timely and professional advice and services to the organisation including:
  - developing and implementing human resource policies and procedures
  - coaching and advice on performance management and industrial issues
  - advice on award interpretation and conditions of employment
  - Educating client base on HR process and systems.
  - Monitoring terms of employing including: probationary employees, temporary employment arrangements and casual employment to ensuring compliance with council's policies, LG Award and other legislation.
  - Undertake job evaluations and provide guidance on design and development of positions and position descriptions
  - Provide specialist advice job design and undertake job evaluations.
  - Present information and training sessions to staff on topics as needed.
  - Participate in human resource planning activities.
- Work with Managers and staff to ensure that workplace conflicts, grievances and other matters are resolved in an appropriate and timely manner.
- Ensure that exit interviews are conducted for exiting staff and provide summarised reports to management.
- Oversee and manage grievances requiring Counseling and or investigation

- Administration of Councils Performance Management systems
- Use relevant policies and legislation to provide expert human resource advice to managers and staff regarding recruitment, performance management, employee relations and conditions of employment.
- Perform coaching for staff when required to assist with staff personal development need
- Support the development, implementation and review of the staff survey and 360-degree feedback process, including communication of results and the implementation of workplace improvements.
- Coordinate and provide expert advice in the management of Council's recruitment activities for specialist and senior positions within portfolio.
- Report on responsible items for performance planning.

### **Behaviors and Accountability**

#### **Work Health & Safety**

- Required to take reasonable care of self and others in the workplace
- Cooperate with all health and safety policies and procedures agreed to by management and staff
- Report any unsafe conditions that are identified
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

#### **Organisational Values**

- Apply and demonstrate the key organisational values – integrity, respect, service, adaptability, collaboration and safety.