



# Employee Experience Business Partner

## POSITION PROFILE

Division	Corporate Support	Status	Fixed-Term, Full Time
Unit	People & Culture	Salary Grade	10
Reports to	Talent & Employment Relations Lead	Reviewed	December 2021

## STRATEGIC INTENT

### 1. Increased confidence levels

To ensure our community, employees and stakeholders believe in Council's ability to develop an effective workforce able to meet our objective of creating a thriving community of active lives connected to nature.

### 2. Improved strength and sustainability

To ensure we evolve within our means, adapt to changing demands and provide best value from our limited resources creating a strong and sustainable future for our community through retaining talent and successfully supporting industrial relations and workforce change.

### 3. Improved Strategic Facilitation

To respect Council's role in providing value added services to the community now and in the future, by ensuring Council services evolve through open, informed and integrated strategic decision making with a focus on research, planning and performance management and measurement.

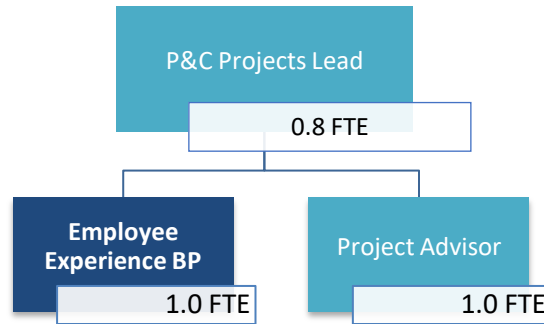
## POSITION PURPOSE

The purpose of this position is to further evolve Council's employee value proposition (EVP) and develop an employee experience framework mapped across the employee lifecycle journey.

The position will be responsible for designing and rolling out employee surveys, managing engagement and culture activities, keeping abreast of trends through the use and analysis of data, creating employee communications and delivering education and awareness programs to provide a high-level value-added employee experience to influence workplace culture.

The position will build effective partnerships to lead and contribute to People & Culture projects, and solutions to achieve business and strategic goals. In fulfilling this purpose, the position holder will demonstrate strategic thinking, excellent communication skills, the ability to facilitate collaborative and respectful relationships.

## STRUCTURE



## POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
<b>Leadership</b> Lead and be responsible for supporting the delivery of all outputs and outcomes in relation to specified accountabilities.	Delivery of all outputs and outcomes of the role.
<b>Partner Relationships</b> Actively identifies, builds, and sustains relationships with stakeholders to understand business drivers and the environmental context that impact the employee experience and journey.	Positive, effective, and influential working relationships with stakeholders
<b>Change Management</b> Provide strategic support to stakeholders to facilitate smooth change management processes in accordance with relevant policy and legislative frameworks.	Implementation of effective change management principles ensuring minimal disruption and escalation.  Strategic support and advice to management, unions and affected employees.
<b>Employee Experience</b> Provide specialist advice and support to stakeholders regarding the consistent, compliant, effective implementation of corporate HR and related strategies, initiatives, policies, and procedures (includes though is not limited to; supporting and influencing the employee experience journey, manage employee lifecycle functions and processes; branding and marketing materials and other change initiatives and programs).	Implementation of robust strategies that meet the needs of Council.  Effective documentation in place to articulate the employee experience journey and behaviour profiling that aligns to the EVP.  Develop process mapping of the employee journey including lifecycle touch points.  Advise and develop material to influence employee communication channels for the P&C team.  Utilise engagement and cultural survey tools to enhance employee experience.

<b>Continuous Improvement</b> Identify and implement continuous improvement of processes and practices associated with specified Functions, Processes and Activities and associated projects.	Effective documentation in place including work instructions, project documentation and timelines.  Identify obsolete and inefficient practices and recommend changes where appropriate.
<b>Risk Management</b> Manage the risk associated with the delivery of specified Functions, Processes and Activities and associated projects.	Business risks are identified, assessed, and managed to ensure successful delivery of objectives.
<b>Strategic Planning</b> Proactively contribute to the successful delivery of outcomes in the People & Culture Service Plan, Operational Plan, Delivery Programme and Workforce Strategy.	Successful delivery of outcomes.
<b>HR Analytics</b> Proactively monitor, identify trends and analysis HR data and information to provide strategic advice that influences and support business.	Agreed performance measures met.
<b>Resource Management</b> Ensure effective resource management in the delivery of outputs.	Agreed performance measures met.
<b>Other</b> Any other duties within area of skill as directed.	Agreed performance measures met.

## PERFORMANCE EXPECTATIONS

Performance expectations for this position are as agreed and outlined in the position description and in annual performance and development plans.

## SELECTION CRITERIA / SUCCESS PROFILE

<b>Qualifications, Certificates or Licences</b>	Essential	<ul style="list-style-type: none"> <li>Tertiary qualifications in a relevant discipline such as in psychology, HR or other and/or significant equivalent experience.</li> <li>A current Driver's Licence</li> </ul>
<b>Knowledge or Skills</b>	Essential	<ul style="list-style-type: none"> <li>Experience providing specialist guidance and support in the development of employee experience journey and employee behaviour profiling (or EVP) that implements relevant strategies and initiatives across multiple business disciplines to influence workplace culture.</li> </ul>

		<ul style="list-style-type: none"> <li>• Experience in influencing a broad range of Employee Lifecycle functions including branding, engagement, feedback, surveys, appraisals, process mapping (AS IS/TO BE) and succession planning etc</li> <li>• Effective interpersonal and communication skills, including the ability to build and maintain key relationships and influence others at all levels of the organisation.</li> <li>• Considerable knowledge and experience in developing and influencing employee engagement and communication with strong written skills and report writing.</li> <li>• Considerable knowledge and experience in analysing HR data to advise on trends or influences to support decision making.</li> <li>• You will have strong emotional intelligence and a proven ability to work collaboratively and foster effective strategic relationships with people at all levels both internally and externally.</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>• Knowledge of Organisational Culture Inventory – Human Synergistics</li> </ul>

## CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> <li>• <b>Leadership:</b> Interprets policy, legislation and uses professional training to provide strategic advice and management of HR related matters. Decisive, provide clarity of direction, reflect corporate values, capacity to identify and implement change and professionalism.</li> <li>• <b>Goals oriented:</b> Work to achieve self-set and organisational goals, taking on challenging tasks, when necessary, display initiative.</li> <li>• <b>Operational planning/thinking:</b> Critically examines the link between strategic outcomes and tactical outputs and determines what part of a strategic plan will be put into operation within a short-term period (month/quarter) and sets milestones and conditions for successful delivery of outputs within this period.</li> <li>• <b>Communication skills:</b> Clearly and persuasively articulate complex technical and operational issues. Identify and tactfully deal with sensitive matters.</li> <li>• <b>Relationship management:</b> Able to build/ sustain strong relationships by winning respect at all levels through sound advice, reliability, and personal integrity, constructively deal with difficult issues.</li> <li>• <b>Team focussed:</b> Willing to be mentored, and to share skills, experience, and knowledge via formal and informal collaboration with colleagues</li> <li>• <b>Decision making:</b> Achieving desired outcomes by evaluating and identifying options and involving others in decisions affecting them.</li> </ul>
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## OUR VALUES



<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• <b>Collaborate</b> – We are a united team. We work together to deliver great outcomes for our community</li> <li>• <b>Achieve</b> – We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community</li> <li>• <b>Respect</b> – We communicate openly, act with integrity and are inclusive</li> <li>• <b>Evolve</b> – We look for opportunities and embrace change, championing new ideas, and celebrating solutions.</li> </ul>
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## CORPORATE OBLIGATIONS

<b>Employees</b>	No direct reports. Team structure included.
<b>Delegations</b>	Authority to operate within the Delegations attached to the position
<b>Risk Management</b>	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
<b>Financial Management</b>	Managing budgets and expenditure, undertaking relevant checks, and applying rules, regulation, process, and procedures in dealing with financial matters
<b>Workplace Health and Safety</b>	Comply and co-operate with WHS policies, procedures, instructions, and safe systems of work.
<b>Code of Conduct</b>	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
<b>Workplace Behaviour &amp; EEO</b>	All activities must comply with the Council's Workplace Behaviors Guidelines.
<b>Enterprise Content Management</b>	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal, or destruction
<b>Continuous Improvement</b>	Identify obsolete and inefficient practices and recommend changes where appropriate
<b>Customer Focus</b>	Championing an exceptional customer experience, and evaluating customer satisfaction to continually improve service delivery
<b>Procurement</b>	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

