

Position Description



HR Advisor

People & Culture

Reporting to P&C Connect Manager

Position Purpose

The HR Advisor is responsible for providing value added, consistent and proactive services ranging from operational advice to implementation of critical P&C initiatives and projects through the interactions with the P&C team and broader organisation putting safety first.

Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Actively model the WaterNSW Values and Behaviours always, developing and driving corporate strategic priorities and developing the culture, capability and performance of our people.
4. Provide responsive, accurate first tier advisory services to the business on P&C policies, procedures, award interpretation, performance management, case management and grievances.
5. Implement and coordinate key P&C initiatives and projects linked to business strategy ensuring successful delivery to meet P&C and broader organisation needs.
6. Ensure accurate management of the organisation structure and any changes through the maintenance and creation of organisation structure data within the core P&C database to meet the organisation needs.
7. Actively support the continuous improvement of core P&C processes and systems by effectively leveraging P&C skills, research of best practice and strong change management principles.
8. Provide advisory services for the P&C Business Partners and P&C team to support the delivery of high quality outcomes for all stakeholders.

Key Challenges

- Providing excellent customer service whilst meeting SLAs during a period of significant change.
- Managing projects and delivering beneficial outcomes within timeframes and resources in an environment with competing priorities.
- Finding innovative and appropriate solutions for clients in a changing environment.
- Self-motivating and building resilience whilst facing Covid19 challenges.

Significant Internal Relationships

Stakeholder	Purpose of Relationship
People & Culture team	Work collaboratively to achieve common goals
Leaders	Provide advice

Significant External Relationships

Stakeholder	Purpose of Relationship
N/A	N/A

Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

WaterNSW Leadership & Performance Competencies

People	Level	
Coaching & Developing Others	B	<ul style="list-style-type: none"> • Supports individual development in line with career aspirations and business requirements • Challenges others to achieve their full potential • Actively listens to others • Supports others to establish meaningful goals • Asks questions to create awareness and encourage self-directed problem solving

Communicating with influence	B	<ul style="list-style-type: none"> • Tailors communication to suit the audience and uses a range of influencing techniques to build support • Supports messages with relevant examples, demonstrations and stories • Communicates issues clearly with different audiences • Handles challenging questions confidently and constructively
Customer	Level	
Customer and Service Responsiveness	A	<ul style="list-style-type: none"> • Actively seeks information to understand customer circumstances, problems, expectations, and needs • Identifies breakdowns in internal processes and systems that directly impact on the customer experience • Develops processes and procedures which provide proactive, responsive and relevant service and solutions to customers.
Partnering and Advice	A	<ul style="list-style-type: none"> • Engages in a productive dialogue with the customer to consultatively identify a solution • Provides credible advice for customers based on an understanding of the underlying issue • Knows when to draw on additional resources to provide appropriate support and advice for customers
Business	Level	
Safety and Risk Management	B	<ul style="list-style-type: none"> • Implements and monitors policies, procedures and programs • Role models safety behaviour • Takes immediate and appropriate action to minimise risk • Considers safety and risk in all business decisions

Planning and Delivery Results	C	<ul style="list-style-type: none"> • Defines and constructs the parameters, processes and resource requirements for successful delivery of initiatives • Develops plans according to stakeholder requirements, and business context • Regularly reviews plans and performance, and revises according to risk or impacts
-------------------------------	---	--

Mandatory Candidate Requirements

Experience:

- P&C generalist experience within a corporate environment or in a similar role;
- Experience in IR/ER case management;
- Experience implementing and improving core P&C processes;
- Experience in project management and change management is an advantage.

Capability:

The incumbent must have demonstrated capabilities in:

- Interpretation and application of P&C policies and procedures;
- Facilitation of P&C processes, procedures and systems;
- Professional stakeholder management with external and internal client base and the general public and engaging from senior management to further levels of the business;
- High attention to detail and excellent written and verbal communication skills including sound spelling, grammatical and contextual skills;
- Strong time management skills and the ability to organise and prioritise tasks to meet deadlines;
- Performance orientated, results driven and ability to remain highly flexible in a demanding and changing environment;
- Ability to maintain discretion and confidence and deal with highly sensitive information.

Pre-Employment Checks Required

- Identification
- Qualifications
- Pre-employment Medical – Office based

- Police Check
- Visa check (if non-citizen)