

Position Description



HR Adviser

People & Culture

Reporting to Manager Employee Experience

Position Purpose

The HR Adviser is responsible for providing consistent, responsive and practical services including expert advice, operational assistance and implementation of critical P&C initiatives.

Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority, and always role modelling safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW expectations.
3. Perform a range of HR related activities that enhance the culture, capability, and performance of our people.
4. Provide timely and accurate HR advice related to employment policies, procedures, EA and legislation interpretation, performance and conduct, and complaints.
5. Provide end-to-end management of complex employment related cases.
6. Provide input on P&C programs designed to strengthen business performance and aligned to WaterNSW strategic priorities (i.e. building leadership capability, enhancing organisational culture, encouraging collaboration and employee empowerment, etc).
7. Assist in the development of position descriptions and conduct job evaluations.
8. Actively support the continuous improvement of core P&C processes and systems by effectively leveraging P&C skills, research of best practice and utilisation of change management principles.
9. Assist with the development, review and update of relevant HR policies and procedures for the organisation in line with current legislation and best practice.
10. Facilitate learning sessions for leaders and provide support to other P&C teams as required.

Key Challenges

- Providing excellent customer service whilst managing competing priorities.
- Finding innovative and appropriate solutions in a timely manner.
- Resolving difficult and sensitive issues in a manner where all parties are respected and heard.
- Contributing to building an environment of trust and engagement to get the best out of our people.
- Self-motivating and resilient in sometimes difficult circumstances
- Balancing employee rights and concerns whilst ensuring compliance and responsiveness to business needs and risks.

Significant Internal Relationships

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

Significant External Relationships

Stakeholder	Purpose of Relationship
Employment Lawyers	Obtain specialist support to navigate complex workplace matters and/ or changes in labour relations context
Industrial tribunals	Represent WNSW at industrial tribunals

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	
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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

Qualifications:

- Tertiary qualifications in Human Resources or related field

Knowledge:

- Working knowledge of contemporary P&C practices
- Working knowledge of core P&C processes, procedures and systems.

Experience:

- P&C generalist experience supporting a mix of customer groups in white and blue collar roles
- Advice and implementation of core P&C processes
- Development and delivery of client-focussed advice and solutions
- End-to-end case management
- Proven ability to manage customers with professionalism and integrity
- Well-developed organisational and prioritising skills, coupled with the ability to meet competing deadlines
- Sound judgement and decision-making skills
- Well-developed written and verbal communication skills
- Confidence in dealing with a range of stakeholders

Favourable Candidate Requirements

- Previous experience working in a HR Shared Services environment highly desirable
- Experience conducting job evaluations would be highly regarded

Pre-Employment Checks Required

- Identification
- Qualifications
- Pre-employment Medical – Office based
- Police Check
- Visa check (if non-citizen)