

POSITION TITLE	Advisor – People & Culture
REPORTS TO	Shared Services Manager – People & Culture
DEPARTMENT	People & Culture
DIRECT REPORTS	None
ROLE CLASSIFICATION	Full-time, permanent
DATE	November 2020

DEPARTMENT PRIMARY OBJECTIVE

The People & Culture department is dedicated to developing a strategic engagement model aimed at providing the business with exceptional customer service whilst supporting the growth of Melbourne Racing Club.

Our aim is to operate a sustainable self-service function for our managers and employees that includes expertise within strategic business partnering, consulting and advisory, employee relations, payroll and remuneration, HR systems, recruitment and operations.

We strive to deliver on our core principles of operational Human Resources (policies, procedures, compliance) coupled with a modern approach to People & Culture with values aligned to improvements in employee performance, development of our people and an inclusive culture for all.

POSITION PRIMARY OBJECTIVE

The Advisor – People & Culture provides high quality customer service, support and advice for employees to ensure MRC P&C policies, procedures and practices are implemented in line with organisational strategy, as well as delivering on a range of generalist HR related activities, operational people solutions and support for the business that focuses on corporate objectives and relates to culture engagement and customer experience.

The Advisor – People & Culture will be the initial point of contact to the business for, and not limited to, all recruitment, general HR queries, training, compliance and communication related items within the People & Culture department. The position is responsible for providing customer focused, pragmatic and timely HR advice, support and consultancy services to managers and employees, in line with operational objectives and organisational policies and procedures. The position will also support the Payroll Department in other activities as and when required.

The position also provides assistance and support to the People & Culture Partner and Senior Partner within the Shared Services team and wider People and Culture team to deliver efficient and effective services both internally and externally.

POSITION ACCOUNTABILITIES

KEY RESPONSIBILITIES

- Assisting the Shared Services Manager – People & Culture and wider Shared Services Team in the development and implementation of the P&C Shared Services function
- Ensure compliance with all relevant forms of employment legislation and support departments in achieving their objectives
- Provision of Tier 1 and Tier 2 advice to employees on the P&C function to ensure sound HR management practices are adopted and all activities and processes are conducted in accordance with legislative and policy frameworks, consistent with MRC requirements
- Assist with the development, maintenance and coordination of a Shared Services function within P&C
- Delivery of administrative support to the Shared Services team
- Coordination of the Social Committee Team including calendar development, maintenance, organisation and

communication

- Be the champion for actively promoting all aspects of a healthy and happy workplace including equality and diversity
- Balancing a high work volume with a variety of work priorities and deadlines
- Working collaboratively with the rest of the Shared Services team and all stakeholders to deliver timely and coordinated HR support across the business
- Maintaining up to date knowledge of contemporary human resource industry developments, methodologies, changing legislative requirements and initiatives and HR best practice trends
- Exercising sound judgement, confidentiality, empathy and discretion when dealing with sensitive and complex people matters

HR GENERALIST

- Monitor and respond to telephone and P&C mailbox queries and provide advice, guidance and support to both managers and employees across all aspects of the employee life cycle, escalating where appropriate
- Develop tools to support the implementation of HR initiatives and retention strategies
- Coordinate the end to end recruitment and selection process in accordance with recruitment policies and practices including preparing and issuing new employee contracts and contract variations through the My Recruitment Plus recruitment system.
- Develop and implement initiatives related to the employee life cycle such as employee orientation, induction, probation, employee journey maps and exit programs
- Administer the coordination, processing and data entry of all paper and electronic HR transactions against quality standards and agreed timeframes
- Provide initial point of support to employees on HR systems
- Support the implementation of changes or modifications to HR systems and processes to ensure they are fit for purpose
- Coordinate the production and development of management information for the purpose of producing HR reports and metrics used by the business
- Coordinate and undertake auditing of employee files for the purpose of accuracy and correctness against standard processes, delegations and business requirements
- Manage HR systems, databases and documentation for the provision and management of HR transactions ensuring accuracy of records and information
- Ensure the creation and ongoing management of local working instructions for all internal process and procedures
- Ensure that HR intranet and internet resources are fit for purpose for users and that they are accurate and aligned to processes systems
- Contribute to the development and review of HR Policies and Procedures
- Coordinate on-going operations and delivery of training modules through Tribal Habits learning management system
- Coordinate information for employees from external providers such as salary packaging and other benefit related organisations
- Maintain and update employee records on HRIS or Shared drives with learning and development activities and compliance details

EMPLOYEE RELATIONS

- Provide HR advice and support to staff on awards, remain up to date with current industrial and employee relations issues and employment law
- Work with the Partner – People & Culture to provide employee relations advice as and when required
- Review and update policies, procedures and employee handbooks and ensure they are accessible to employees in partnership with the Senior Partner – Employee Relations
- Assist the Shared Services team on dismissals, grievances and redundancy issues as and when required
- Assist with workplace health and safety matters as required with the Risk & Safety team

TALENT MANAGEMENT

- Partner with the Shared Services Manager - People & Culture to implement recruitment strategies for filling vacancies across several different business groups including senior and management roles
- Work collaboratively with third party suppliers and agencies as required
- Assisting the Partner - People & Culture with job briefs with hiring managers
- Assisting the Partner - People & Culture to liaise with Hiring Managers to develop creative and compelling advertisements for a range of positions
- Providing advice on position descriptions, advertising content and options for publication
- Coordinating the recruitment workflow through the CMS
- Coordinating recruitment activities including scheduling interviews, performing reference checks, managing correspondence during the recruitment process and all associated tasks and administration
- Contributing to the development and delivery of a standard corporate induction and on boarding program to all new staff

ENGAGEMENT & CULTURE

- Assist with the implementation of the annual engagement survey and assist with reporting and follow-up action plans
- Coordination and development of the Social Committee
- Support the implementation of appropriate employee communications to keep the workforce informed on P&C matters

OTHER DUTIES

- Support a range of strategic P&C projects as required to successfully deploy a Shared Services team
- Working with the Shared services team to ensure a comprehensive and contemporary policy library is maintained for the business
- Supervision and actioning of the P&C contact number in conjunction with the Partner – People & Culture
- Providing advice and guidance on policy application across the business
- Coordinate administration processes for probation reviews, performance development reviews, employee visas, police check renewals as required
- Monitor compliance around professional registrations
- Provide support on ad-hoc administrative duties as prescribed by the Shared Services Manager – People & Culture
- Support the onboarding and induction programs
- Ensure compliance with all relevant legislation, service standards and contractual obligations

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Melbourne Racing Club Code of Conduct
- Work in accordance with Melbourne Racing Club's policies and procedures
- Follow safe work practices for self and others and comply with the Melbourne Racing Club's Occupational Health and Safety management system
- Actively engage in Professional Development opportunities and embrace learning opportunities.
- In addition to the position accountabilities all employees are expected to undertake any reasonable tasks as directed

DETERMINING SUCCESS IN THE ROLE

Success (KPIs) will be measured through stakeholder feedback, meeting Key Performance Indicators, ensuring the accuracy and timeliness of work delivered as well as providing sound advice in all P&C matters.

SKILLS, COMPETANCIES, QUALIFICATIONS & EXPERIENCE

ESSENTIAL

- Formal qualification in Human Resources or related field
- Experience within an operational or shared service function
- 1.5+ years in an HR advisory role or similar position
- Demonstrated success in liaising with stakeholders to achieve HR business objectives (including, but not limited to, talent, policy advice, performance and remuneration)

- Proven ability to diagnose HR issues and to escalate accordingly
- Excellent written and verbal communication skills, coupled with strong interpersonal, negotiation, influencing, and presentation skills.
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner
- High-level efficiency and accuracy of HR administrative duties and tasks High level Customer Service (internal and external)
- Strong problem solving and analytical skills and ability to think creatively, looking at complex situations through a solutions-focused lens.
- Ability to work productively in a fast paced and agile environment
- High level of resilience and demonstrated capacity to work under pressure.
- High level computer skills – Proficient using the Microsoft Office Suite and various HRIS systems.
- Working knowledge of CMS systems, Seek and LinkedIn
- Strong attention to detail
- Effective interpersonal communication skills (written and verbal)
- Strong attention to detail

DESIRABLE

- Experience with Enterprise Agreement industrial instruments and case management
- Knowledge of Emplive rostering & My Recruitment Plus recruitment systems

PROBITY

- Full working rights in Australia
- National Police Check (and International Police Check if applicable)

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

I have read, understood and accept the responsibilities and accountabilities as outlined in this position description.

Employee signature: _____

Date: _____

APPROVAL	DATE
MANAGER	June 2020
EXEC.DIRECTOR PEOPLE & CULTURE	June 2020