

Human Resources Business Partner

Position

This position is within Head Office. It is part of the HR Operations team.

- ☒ This position reports to the Director
- ☒ Reporting line may vary depending on location and service size
- ☐ This position does not have any direct reports ☒ This position may have direct reports, positions vary
- ☐ This position has the following direct reports: Nil
- This position is designated Band 5 under the *Schedule of Authorities and Delegations*
- ☐ This position is a budget holder ☐ This position has designated revenue targets
- ☐ This position is an Aboriginal & Torres Strait Islander identified position
- ☐ This position may require a working with children related clearance

Purpose

The purpose of this position is to partner with the business to develop people management and leadership capability that enables leaders to create a more effective employee experience, drive employee engagement and achieve operational outcomes.

Focus

To achieve this purpose, the position holder would typically:

- Provide advice, learning and coaching to the client group on matters across the employee life cycle including recruitment, remuneration, performance, employment relations, engagement, talent, and separation
- Work collaboratively with clients to identify, assess and implement operational solutions within scope of delegation to meet the needs of stakeholders and the business. Where solution is outside of delegation make recommendations and seek approval from HR Director or Executive Director PLC as appropriate
- Connect the business to specialist resources across the PLC team and head office to improve outcomes
- Build knowledge and understanding of people related policies, processes and documentation requirements across the client group
- Lead change and cultural alignment initiatives across the client group
- Contribute to strategic and operational planning, drawing together the HR and operational perspectives to improve outcomes
- Identify opportunities and make recommendations to enhance business excellence across the organisation in relation to our people, in consultation with the HR Director
- Coordinate planning, implementation and review of designated projects for the HR operations team
- Contribute as senior member of the HR operations team to develop, improve and implement HR policies and processes, PLC planning and direction, and PLC projects
- Apply a risk management approach to practice and advise the Director HR or Executive Director PLC as appropriate

Outcomes

When things are going well we would expect to see these outcomes:

- Stakeholders view the position holder as a trusted advisor and partner
- Evidence managers feel more confident managing people, and are becoming increasingly independent
- Issues and grievances are effectively managed, and risk to the business is minimised
- Issues are resolved at the earliest possible time, at the lowest possible level and strategies are implemented to prevent escalation where possible
- Projects are developed, tested and implemented to improve business excellence

Relationships	We work collaboratively with others, however this position works close closely with:		
	Within The Benevolent Society:	Outside The Benevolent Society:	
	<ul style="list-style-type: none">• HR operations team• Broader PLC team• Payroll team• Team leaders, managers and directors	<ul style="list-style-type: none">• Regulatory agencies and tribunals• Consultants	
Individual	To achieve the position purpose and outcomes the position holder will need to have:		
	<ul style="list-style-type: none">• A degree in a HR or related field• At least 5 years experience in a HR generalist role with exposure at strategic and operational level• Ability to coach others to build capability and confidence in managing people• Good understanding of employment legislation, industrial agreements and contemporary HR practice• Excellent relationship management, interpersonal, negotiating and influencing skills• Strong customer service focus with the ability to understand the business to create a better experience (experience in a role outside of HR would be highly valued)• Excellent written skills with the ability to create understandable, accessible documentation• Ability to manage fluid demands, interruptions and priorities to balance workload and achieve objectives• Ability to look beyond compliance oriented HR to develop innovative, effective solutions to meet stakeholder needs		
Travel	This position may require some flexibility in terms of travel or hours of work:		
	<div><input checked="" type="checkbox"/> Overnight travel/stays may be required</div> <div><input type="checkbox"/> Some weekend work may be required</div> <div><input type="checkbox"/> Some evening work may be required</div> <div><input checked="" type="checkbox"/> Travel between office locations/regions may be required</div> <div><input type="checkbox"/> Travel to clients (varied locations) may be required</div> <div><input checked="" type="checkbox"/> Use of own registered, insured motor vehicle for business purposes may be required</div> <div><input checked="" type="checkbox"/> Use of TBS pool cars may be required</div> <div>All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.</div>		
Context	Those with knowledge of this position say the things that might make your day are:		
	<ul style="list-style-type: none">• Working with others to find solutions, especially when the solution might not have been apparent initially• Working across operational and strategic elements• The ability to create real change using a variety of different strategies		
	Those with knowledge of this position say some key challenges you might experience are:		
	<ul style="list-style-type: none">• Managing stakeholder expectations and differing levels of knowledge across the business• Understanding the operational needs of a diverse business• Maintaining own wellbeing during periods where issues are particularly challenging, repetitive or workload is high• Pace and scope of change within the business and in the sector generally		
Approvals	Approver	Director, Human Resources	Date: 19 December 2016
	Review history	V1.0 Release	Position Code:
	Advertising		
	This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.		