

Senior Human Resources Business Partner

POSITION DESCRIPTION



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| Position Number: | 2512 |
| Department: | Corporate Services |
| Section: | Workforce and Governance |
| Unit: | People and Capability |
| Position Status: | Permanent Full Time |
| Classification: | Level 5 - Rockhampton Regional Council Certified Agreement 2022 – Internal Employees |
| Reports To: | Human Resources Supervisor |
| Revised: | November 2024 |

General Position Statement

This position supports Council's direction by providing a strategic partner to senior leadership & stakeholders to provide expert human resource (HR) guidance and support. The position is required to collaborate closely with business leaders to align HR initiatives with business objectives, driving organisational effectiveness and creating a positive work environment. The position serves as a trusted advisor, supporting the implementation of HR programs, employee relations, and facilitating change management efforts.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Provide specialised support across the employee lifecycle and responsible for communicating and embedding HR strategy and initiatives to facilitate Council's strategic objectives and employee engagement.
- Partner with all levels of management to understand Council's goals, objectives, and challenges.
- Support the development and implementation of talent management strategies, including workforce planning, succession planning, talent acquisition, performance management, and employee development.
- Provide advice and guidance on employee relations matters, workplace issues, performance management, policies & procedures and ensure compliance with industrial instruments and legislation.
- Provide support and coaching to leaders on HR policy matters related including recruitment, establishment, employee's performance, organisational structure, and general operational inquiries.
- Provide injury management support for non-work-related injuries to the workforce and work collaboratively with all areas of the Workforce & Governance Section as required.
- Review and update HR policies and procedures where required and communicate changes to employees and provide guidance on their interpretation and application.

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- Oversee the performance management process, including goal setting, performance reviews, and coaching including the provision of guidance to stakeholders on performance improvement and development plans.
- Assist in the development and implementation of strategies to enhance employee engagement, satisfaction, and retention.
- Assist in conducting employee surveys, analyse results, and work with the People & Capability team and other areas of the Workforce & Governance Section as required to recommend action plans to address areas of improvement.
- Apply relevant industrial instruments, policies & procedures whilst managing potential risk to the organisation.
- Assist data driven decision making through the preparation of workforce reports as required and analyse the data to develop action plans with leaders to address key issues arising from these reports.
- Actively promote employee development, training, leadership development and other opportunities which build capability, skills and knowledge internally to Council, with a focus on attracting and retaining a highly skilled workforce.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Comprehensive knowledge and experience of contemporary Human Resource Management practices, interpretation of legislation and industrial instruments and demonstrated ability to apply these to a broad range of HR issues in a complex environment.
- Demonstrated ability to research, collate information and provide written reports and recommendations.
- Substantial negotiation, mediation and investigative skills with proven ability to interact with clients confidently and build effective working relationships.
- Proven ability to educate, influence, coach, mentor and forge strong stakeholder relationships based on the provision of informed advice that builds an environment of trust and respect.
- Work collaboratively with all stakeholders in relation to any employee related matters including but not limited to employee issues and performance management.
- Proven experience partnering with senior management to provide people management solutions.
- Comprehensive knowledge, or demonstrated ability to gain knowledge of Council processes, policies and systems.
- Demonstrated ability to plan and organise workload and operate with a high degree of autonomy and confidentiality, while providing proactive assistance to all stakeholders.
- Excellent verbal, written and interpersonal communication skills which effectively deliver advice to a broad customer group.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), Aurion and the MS Office Suite.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.

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- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Manage Resilience and Wellbeing – Commitment and the ability to participate in safety programs to support safety, health and wellbeing in the workplace.

Qualifications

- Tertiary qualifications in a relevant field (Human Resources, Business, Law) or related discipline and / or extensive experience working in a HR Operations role within a diverse, multi-disciplined organisation.

Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council. *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Additional Requirements

- Ability to work in an office environment.
- Ability to work in an outdoor environment.
- Ability to attend work outside of normal office hours e.g. attend start of shift toolbox meetings
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

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Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

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| Authorised By: | Workforce & Governance Manager |
| Signature: | |
| Date: | |
| Employee Name: | |
| Employee Signature: | |
| Date: | |