

JOB DESCRIPTION



| | | | |
|--------------------------|---|--------------|---|
| Position Title | People & Culture Business Partner | Level | B |
| Reports to (role) | Head, People & Culture | | |
| Team | People & Culture (P&C) | | |
| Location | Telethon Kids Institute, Perth Children’s Hospital, 15 Hospital Ave, Nedlands | | |

PURPOSE OF POSITION

The People & Culture Business Partner is responsible for providing accurate and timely HR advice and operational support to Telethon Kids Institute leaders and staff. As a hands-on generalist, this role makes a significant contribution to the P&C team in a broad range of human resource activities, embracing industrial relations, employee relations, organisation change and development, performance management, recruitment and HR administration. This includes building effective relationships to help build people management capability of all levels and providing support to the Head, People & Culture as required, balancing competing interests of various stakeholders and managing multiple deliverables.

KEY RESPONSIBILITIES

| Key Responsibilities | Tasks required to achieve Key Responsibilities | Measures |
|----------------------------|---|--|
| Employee Relation’s | <ul style="list-style-type: none"> Assist the Head, People & Culture to effectively deal with employee relations and industrial matters which may include: <ul style="list-style-type: none"> providing advice and support to managers regarding the management of unsatisfactory performance and/or misconduct issues in the workplace; facilitating the resolution of complaints or disputes; and conducting investigations. Provide professional advice and support in relation to remuneration, contracts, and performance and behavioural issues. Monitor industry information and updates to ensure award/legislation compliance. Contribute to the development and review of P&C policies and procedures and their implementation. | <ul style="list-style-type: none"> Formal and informal feedback from managers and staff in relation to the quality and consistency of professional advice and support provided. Communicates openly and honestly as an effective team member. Proactively resolves complaints, grievances, or conflicts through mediation, coaching and formal meetings. Confidential documents are in a complaint form. |

| | | |
|--|--|---|
| <p>People & Culture</p> | <ul style="list-style-type: none"> • In conjunction with the People & Culture Coordinator, ensure that operational P&C projects, programmes and day to day BAU operates smoothly and efficiently and in line with required timeframes. • Manage the annual performance development and salary review (GPS) cycle, including salary benchmarking. • Support staff through the parental leave process or other special leave requirements as appropriate. • Work collaboratively with other parts of the People & Culture Team to ensure the required outcomes are achieved in line with Institute objectives. • Facilitate and provide high quality training and development initiatives to the organisation. • Oversee and manage relationships with internal and external stakeholders. • Partner with supervisors to build organisational capacity, manage performance and strengthen their people management skills and capability. • A requirement of this position is that the incumbent may be required to undertake various other duties as directed. | <ul style="list-style-type: none"> • Relevant and complaint advice provided. • Seeks opportunities to be innovative for improvement. • GPS annual completion rate. • GPS, benchmarking and salary review process timelines. |
| <p>Recruitment & Onboarding</p> | <ul style="list-style-type: none"> • Coach and support Managers and staff on improved recruitment and onboarding practices. • Assist the Talent Business Partner as required by providing advice on appropriate recruitment strategies and participate in all aspects of recruitment, advertising and selection, including the operation of the eRecruitment system, development of position descriptions and advertisements. • As required, ensure that immigration and visa practices are effective, efficient, timely and compliant with relevant legislation and government policies. • Provide interpretation of employment conditions and relevant employment Awards and legislation. | <ul style="list-style-type: none"> • Feedback from internal and external stakeholders. • Improved manager and people capability. • High quality, timely recruitment and onboarding function, processes and systems. • Compliant immigration workflows and requirements. |

| | | |
|--------------------------|---|---|
| <p>Projects</p> | <ul style="list-style-type: none"> • Partner with the Head People & Culture and the organisation to design, develop and implement people related projects. • Contribute to or lead P&C projects and initiatives under the People & Culture strategy and as otherwise required. • Manage and support organisational change processes within the Institute as appropriate. | <ul style="list-style-type: none"> • Optimal use of technology to support and enable the People Strategy. • Successful management of people related projects. |
| <p>Leadership</p> | <ul style="list-style-type: none"> • Monitor the allocation and direct the resources within the team to ensure the achievement of deliverables articulated within applicable Work Plans and identified projects, whilst maintaining a high level of service for business as usual activities. • Maintain effective communication with direct reports to ensure advice provided and decisions made are well informed. • Hold direct reports accountable to their responsibilities and results. • Be a role model for effective and positive leadership which is ethical, results driven and future-oriented. • Foster a culture of transparent, effective, timely and appropriate internal and external communication. • Effectively manage change management processes, encouraging innovation, diversity and continuous improvement. • Support the professional development of staff through coaching, mentoring, training and collaboration opportunities. | <ul style="list-style-type: none"> • Staff understand and embrace organisational culture, directions, goals and client service ethos. • Staff are aware of their responsibilities and expectations in their roles. • Staff feel supported and engaged. |

| | | |
|-------------------------|--|---|
| Workplace Safety | <ul style="list-style-type: none"> • Take reasonable care for your own safety and health and avoid harming the safety and health of others through any act or omission at work. • Identify and assess workplace hazards and apply hazard controls. • Report every workplace injury, illness or near miss, no matter how insignificant they seem. • Abide by Telethon Kids Institute policies and procedures. | <ul style="list-style-type: none"> • Responsibilities are embedded in work practices. • Hazards are effectively managed or reported. • Accidents and incidents are reported in a timely manner. • All applicable safety policies and procedures are sought, understood and implemented. |
|-------------------------|--|---|

ESSENTIAL CRITERIA

| | |
|--|---|
| Qualifications: | <ul style="list-style-type: none"> • Relevant tertiary qualification in Human Resource Management, Business, Psychology or a related and relevant discipline (equivalent experience maybe accepted). |
| Essential Skills, Knowledge & Experience: | <ul style="list-style-type: none"> • Extensive experience in a broad range of HR functions, particularly in building performance, coaching managers and case managing under-performance, disciplinary and associated issues, at both an operational and strategic level, preferably in the public sector. • Experience in advising managers and staff on employee relations, awards and legislation, equal employment opportunity principles and policies and procedures. • Sound knowledge of the Fair Work Act, other employment legislation, and experience in interpreting and applying Awards, agreements, policies, procedures and other industrial instruments. • Demonstrated high-level communication and interpersonal skills to deliver information to a broad range of stakeholders at all levels of the Institute: (e.g. researchers, clinicians, funding bodies, professional staff). Including strong written and verbal communication up to board and executive level. • Significant experience in coaching managers and the ability to work to build leadership and team capability, with an emphasis on accountability for behaviours, dynamics and skill development. |

| | |
|--|--|
| | <ul style="list-style-type: none"> • Excellent customer service skills, attention to detail, the ability to set work priorities to meet deadlines and to think strategically. • Demonstrated high-level experience in building effective relationships with internal and external stakeholders. • Ability to maintain composure, balance workload and conflicting priorities, and effectively handle difficult situations. • Demonstrated experience in contract negotiations and business process improvement. • Experience with HRIS / Payroll, e-Recruitment, Learning Management and performance planning and management systems desirable. |
|--|--|

| | |
|-----------------------|------------------------------|
| DIRECT REPORTS | People & Culture Coordinator |
|-----------------------|------------------------------|

| | |
|-----------------------------|------------------------|
| Approved by: | Head, People & Culture |
| Date approved: | 1 February 2019 |
| Reviewed by P&C: | 27 March 2019 |