

POSITION DESCRIPTION



Title:	People and Development Business Partner
Position Number:	Various
Classification:	Band 6
Directorate:	Corporate Services
Department:	People and Development
Award:	Greater Shepparton City Council Enterprise Agreement / Victorian Local Authorities Award 2001
Incumbent:	

ORGANISATIONAL RELATIONSHIPS

Reports to:	Team Leader – People and Workforce
Direct Reports:	▪ Nil
Primary Internal Relationships:	▪ Chief Executive Officer ▪ Executive Leadership Team ▪ Managers ▪ Team Leaders and Coordinators ▪ All Staff
Primary External Relationships:	▪ Unions ▪ Recruitment agencies ▪ Other municipalities ▪ Potential jobseekers/applicants ▪ Industrial relations consultants

POSITION OBJECTIVES

Work closely with relevant managers and staff to provide high quality generalist human resources support and guidance that meets operational need and enables continuous improvement in operational performance.

Assist the Manager People and Development and Team Leader – People and Workforce in the interpretation of policies, procedures, awards and relevant legislation, assist with general employee enquiries and participate in human resources related projects as required.

KEY SELECTION CRITERIA

- Tertiary qualification in Human Resources Management with generalist Human Resources experience including demonstrated employee and industrial relations proficiency.
- Demonstrated ability to comprehend, interpret and apply appropriate industrial awards, policies and regulations.
- Professional interpersonal, written and verbal communication skills and ability to build and maintain effective working relationships across all levels of Council.
- Strong customer service focus and ability to provide professional and proactive human resource support and advice to management and staff to enable continuous improvement in operational performance.
- Strong attention to detail with excellent time management skills and proven ability to meet deadlines.

KEY RESPONSIBILITY AREAS

- Support the Manager People and Development and Team Leader - People and Workforce to achieve the strategic direction of the department via the Greater Shepparton City Council Workforce plan.
- Develop an understanding of the operational requirements of the organisation to provide quality human resources advice and support that meets organisational needs.
- Understand business partner outcomes to provide flexible and responsive advice and support to managers and employees on a broad range of human resources, industrial relations and employee wellbeing issues.
- In-conjunction with the Manager People and Development and Team Leader – People and Workforce, provide day-to-day performance management guidance and conduct effective, thorough and objective employee relations investigations as required.
- Working closely with the Team Leader - People and Workforce to review and improve People and Workforce departmental processes to ensure continuity, equality and best practice customer service to the entire organisation.
- Proactively monitor the People and Workforce ticket system and electronic document management systems, ensuring prompt and professional advice and information is provided to all Council departments.
- General supervision of the People and Workforce Officers, directing and monitoring their day to day work load providing guidance where necessary.
- Provide advice and offer practical solutions to Supervisors dealing with staff interaction, staff relations and conflict management within teams.
- Assist the Manager People and Development and Team Leader - People and Workforce with Workforce Analysis and Planning.
- Provide accurate and timely administrative support during enterprise agreement negotiations working closely with the relevant Management Committee Members.
- Administer the People and Development Consultative Committee, by collating feedback, ensuring all documentation is up to date for meetings and relevant information is communicated to the Organisation through the use of Newsletters and InSite.
- Provide specialist advice to management and staff including recruitment, onboarding, probation, employment changes, performance management, organisational change and employee departure.
- Work with the Team Leader - People and Workforce to develop and implement ad hoc projects including but not limited to recruitment, employee development, induction and recognition.
- Develop and facilitate employment workshops to be delivered to various community groups in conjunction with Community Directorate.
- Coordinate and facilitate Council's Corporate Induction.
- Assess and classify position descriptions in accordance with the relevant Award and Council procedures.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position is accountable for:

- Providing specialist advice on guidelines and procedures within the scope of contemporary human resources management and employee relations issues.
- Providing recommendations and suggestions for improvements in all human resources management services and activities delivered by the People and Workforce team.
- Ensuring compliance with appropriate legislation, awards, agreements, policies, procedures and relevant standards.

This position has the authority to:

- Subject to, and within the framework of, the provisions of relevant legislation and statutory requirements, and the Council's policies and procedures, the incumbent has the authority to provide advice and assistance to management and staff in accordance with: the Council Plan; relevant human resources, industrial relations, and anti-discrimination legislation; relevant Awards and certified agreements; Council's policies and procedures; and accepted organisation standards.

Judgement and Decision Making

- Ability to implement procedures and methods relating to human resources management, which have been developed as part of the Council's Workforce Plan, policies, procedures and guidelines.
- Ability to provide clear interpretation of relevant Awards, Enterprise Agreements and legislation.
- Ability to determine and then escalate relevant staffing issues/matters so that they are brought to the attention of management, especially any breaches of legislation and harassment and/or discrimination issues.

- Problem solving using the incumbent's technical knowledge and knowledge acquired through previous experience, guidelines and/or legislation, guidance will usually be available within the time to make to a decision.
- Ability to assess sensitive issues and identify relevant solutions.
- Ability to think creatively and holistically.

Multiskilling and additional duties

- The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skills, competence and training, provided such duties do not result in a narrowing of the employee's skill base.

SKILLS AND KNOWLEDGE

Specialist Skills and Knowledge

- Applied and demonstrated knowledge and of contemporary human resource management practices.
- Detailed knowledge of and experience in employee relations.
- Proven analytical experience and judgement.
- An understanding of relevant legislation and industrial awards, including but not limited to the Fair Work Act, National Employment Standards, Victorian Local Authorities award 2001 and the Greater Shepparton City Council Enterprise Agreement.
- Computer literacy including familiarity with software such as Microsoft Office Suite and Human Resource Information Systems (HRIS).

Management Skills

- Ability to effectively manage own time, set priorities, plan and organise own work.
- Ability to work with and encourage other staff to work in a team environment.
- Ability to work unsupervised.
- Ability to achieve set objectives within agreed timetables and with available resources with often competing demands and priorities.

Interpersonal Skills

- Excellent inter-personal, written and verbal skills and the ability to liaise and communicate effectively with staff at all levels in the organisation.
- Ability to gain the trust and confidence of leadership, employees and professionals from a wide range of disciplines.
- Ability to evaluate conflict situations and implement conciliatory procedures when appropriate.
- Have a positive and proactive, professional presentation and approach to work.
- Be committed to continual improvement and ongoing personal and professional development.
- Excellent attention to detail.

QUALIFICATIONS AND EXPERIENCE

- Formal qualification in Human Resource Management with relevant work experience in a generalist human resources role.
- Sound understanding of the social, financial and political framework within which Local Government operates.
- Extensive knowledge of or experience in using HRIS.
- Experience in a large, complex, fast paced organisation is desirable.

OTHER INFORMATION

This position description is an overview of the role; reasonable adjustments to the role that do not change the overall level, scope or intent of the original position may be discussed and agreed to in consultation with the incumbent.

It is a prerequisite of this position that the incumbent holds and maintains a current:

- Drivers licence

LEGISLATION

As a Council officer the incumbent is required to be aware of and adhere to the following acts, regulations and codes (as replaced from time to time):

- Local Government Act 2020

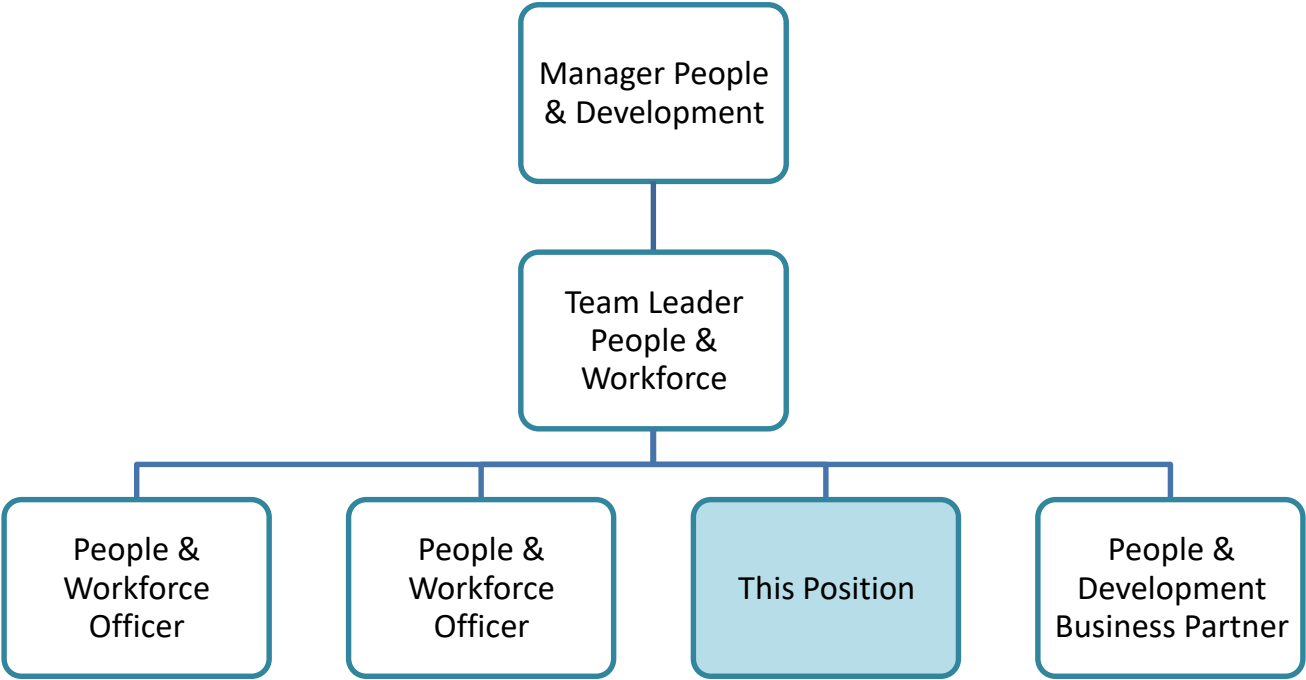
- Occupational Health and Safety Act 2004
- Equal Opportunity Act 2010
- Greater Shepparton City Council Corporate Procedure – Employees Code of Conduct

This is not an exhaustive list and individual roles may have responsibilities under other forms of legislation.

ORGANISATIONAL CONTEXT

Departmental Overview

The People and Development Department is responsible for providing Human Resources, OHS, Payroll and Human Resources System functions for Council including: managing and implementing the organisation’s Occupational Health and Safety Management System; injury management, return to work and early intervention programs; providing advice on industrial relations, enterprise agreement and relevant industrial awards; performance management; employee development and training; workforce and succession planning; recruitment and selection; work experience, trainee and graduate programs; and ensuring the currency and security of employee information.



VALUES

Our Values reflect what we feel is important. Organisations may have core values that reflect what is important in the organisation.

These values may be guiding principles of behaviour for all members in the organisation.

**Respect first,
always**

We are attentive, listen to others and consider all points of view in our decision making.

**Take
Ownership**

We take pride in honouring our promises and exceeding expectations, and are transparent with and accountable for our actions.

**Courageously
Lead**

We lead with integrity, and stand up and stand by what is in the best interests of the Greater Shepparton Community.

**Working
Together**

We work collaboratively to create higher quality outcomes that are more efficient, thoughtful, effective and responsive. We cannot accomplish all that we need to do without working together.

**Continually
Innovate**

We are open to new ideas and creatively seek solutions that encourage us to do our best for our community.

**Start the
Celebration**

As ambassadors for our people and place, we proudly celebrate the strengths and achievements of Council and the Greater Shepparton Community.

SHARED ORGANISATIONAL RESPONSIBILITIES

Occupational Health and Safety

All employees are responsible for the effective implementation of the Greater Shepparton City Council Safety Management System and demonstrate a commitment to effective risk management and minimisation. This includes:

- Taking reasonable care for their own safety and that of others at work.
- Obey all instructions from their supervisors to protect their own personal health and safety and that of others.
- Actively participate in OH&S training and awareness programs.
- Follow and encourage work group adherence to safe working procedures, instructions, guidelines and practices and recommend change if considered inadequate.
- Using safety devices and PPE correctly and when required.
- Reporting any incidents, near misses or safety hazards to supervisors, management or HSR's.
- Ensuring that they do not endanger any other person through any act or omission at work.
- Ensuring they are not affected by the consumption of alcohol or other drugs, illness or fatigue or endanger their safety or that of others.
- Actively participate in work group OH&S activities such as toolbox sessions.

Customer Service

Our customers are persons or organisations that use or needs a services provided by Greater Shepparton City Council.

We believe service excellence is the ability to provide a high quality consistent and empathetic service to our customers in line with Council objectives and statutory obligations.

Greater Shepparton City Council recognises customer service as a whole of Council responsibility. We will strive to provide service excellence through:

- Informed professional guidance and advice.
- Listening to and understanding our customer needs.
- Developing skilled and motivated staff.
- Strengthening relationships between staff and the customer.
- Ongoing evaluation reporting and continuous improvement.

Recordkeeping

As an employee of the Victorian Public Service Sector, you have a statutory obligation to maintain the confidentiality, integrity and availability of public sector information. It is your responsibility to ensure you are fully aware of the recordkeeping responsibilities detailed in the Greater Shepparton City Council's Records and Information Management Policy, Framework and associated procedures. It is a requirement for all staff to create, capture and protect the full and accurate records of all work related decisions and activities into relevant approved corporate systems.

Emergency Management

Greater Shepparton City Council understands and accepts its roles and responsibilities in emergency management operations described in the Emergency Management Act (1986 & 2013) and it is a core function of Council business.

The incumbent may, at times be asked to assist in Council's emergency management operations, within reason.

Risk Management

All employees are to:

- Understand the principles and purpose of Risk Management and the associated framework activities.
- Understand all the risks associated with their activities and assist their Manager/Team Leader in the identification and management of risks.

Child Safety

Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

INHERENT PHYSICAL AND COGNITIVE REQUIREMENTS

The frequency of the physical and psychosocial demands required of the position are defined as:

Never (N)	Does not occur
Rarely (R)	May occur but does not occur daily or weekly. (1% - 5% of the time spent)
Occasionally (O)	Does occur, time is set aside to perform this activity. (6% - 33% of the time spent)
Frequently (F)	Occurs daily or takes up a large percentage of the day. (34% - 66% of the time spent)
Constantly (C)	Primary activity for this position. (67% - 100% of the time spent)

	N	R	O	F	C
Work Environment					
Indoors					X
Outdoors		X			
Slippery Surfaces	X				
Uneven ground/Sloped areas		X			
Work in isolation	X				
Work in confined spaces	X				
Work at heights	X				
Work in dusty/fumes/foul smells	X				
Exposure to loud noises requiring hearing protection	X				
Exposure to personal waste	X				
Body Posture					
Standing			X		
Sitting					X
Squatting/Crouching		X			
Kneeling		X			
Twisting		X			
Bending		X			
Manual Handling					
Reaching or working overhead (above shoulder)		X			
Reaching forward			X		
Gripping/fine motor movement					X
Pushing/restraining		X			
Driving a vehicle			X		
Lifting floor to waist			X		
Lifting waist to overhead		X			
Lifting from a truck/trailer	X				
Lifting 0 - <5kg			X		
Lifting 5 - <10kg		X			
Lifting 10 - <15kg	X				
Lifting 15kg+	X				
Carrying awkward loads		X			
Climb steps/stairs/ladder			X		
Exposure to vibration	X				
Psychosocial					
Give direction to others					X
Dealing with aggressive customers			X		
Dealing with upset customers			X		
Supporting dependent persons	X				

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	N	R	O	F	C
Cognitive					
Written communication					X
Verbal communication					X
Comply with legislation					X
Problem solve				X	
Reason/make sense of things					X
Make critical decisions		X			
Ensure accuracy/details					X
Remember names/details					X
Show creativity				X	
Examine/observe others		X			
Work quickly					X
Concentrate amid distractions					X

ACCEPTANCE AND AUTHORISATION

Employee

I have read and understand the requirements and expectations of the Position Description. I agree that I have the physical and cognitive ability to fulfil the inherent requirements of the position and accept my role in fulfilling the key responsibilities and corporate values. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Name: _____

Signature: _____

Date: _____

Authorising Officer

By signing below the Authorising Officer indicates their agreement with and approval of the position description.

Authorising Officer Name: _____

Position: _____

Signature: _____

Date: _____