

Position Description

Position Title:	HR Business Partner
Division:	People & Culture
Reporting To:	Human Resources Manager
Direct Reports:	NIL

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD, and the ACT. We have more than 95 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,350 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity.

Position Description

Diversity and Inclusion

Northcott actively promotes diversity and inclusion. We are committed to providing a workplace where every person is valued, respected and supported to progress. Northcott ensures no one is disadvantaged on the basis of their Aboriginal and Torres Strait Islander identity, culture, LGBTIQ+ identity, disability, gender, age, religion or caring responsibilities. We recognise the important role language and cultural understanding play in connecting with and supporting our diverse communities.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

To develop and support a dynamic person-centred workforce, workplace and culture. We do this by:

- Building our people strategy
- Providing the framework of policies and procedures related to people at work
- Leading organisational change and identifying solutions for people to address future challenges
- Providing support and advice to our managers and staff

KEY OBJECTIVE OF THE POSITION:

The Business Partner role is responsible for providing HR partnering services to the allocated portfolio. Acting as an advisor to the business, the role anticipates HR and IR needs, builds trusted relationships, and serves as the subject matter expert. The Business Partner acts as a conduit between the business and HR, ensuring effective delivery and implementation of people initiatives to meet the organisational objectives.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Ability to build relationships with all stakeholders across the organisation
- Sound knowledge of contemporary human resource procedures, practices and associated legislation and ability to apply them in a business environment
- Interpersonal skills demonstrated through achieving negotiated outcomes
- Ability to navigate ambiguity and deliver outcomes to the business
- Ability to influence stakeholders in achieving balanced outcomes for people related matters
- Commercial acumen and ability to provide people solutions that deliver business outcomes
- Ability to understand business priorities and be able to meet changing demands of the business
- The ability to coach, lead and educate line managers around good people practice

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Tertiary qualifications in IR/HR Management or related discipline
- Demonstrated 3-5 years plus experience in a similar role
- Demonstrated experience working in a unionised environment
- Experience representing organisation in Fair Work Commission or other tribunals as needed
- Strong commitment to the rights of people with disability
- Valid NDIS Worker Screening Check (or willingness to obtain)
- Valid NSW Working with Children Check or Blue Card (or willingness to obtain)
- Current Driver's Licence and willingness to travel as required.

DELEGATION LEVEL

NIL

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- Build positive relationships and provide HR support to all levels of staff and management, ensuring a customer-centric approach across the organisation.
- Engage proactively with union officials, delegates, and representatives to foster collaborative industrial relations and resolve workplace matters.
- Partner with business leaders to support HR initiatives, workforce planning, and organisational development.
- Collaborate with legal advisors to ensure compliance with employment legislation and mitigate risk across HR activities.

Relationship Building

- Develop and maintain effective professional relationships with key stakeholders, promoting trust and collaboration to support HR objectives.
- Demonstrate sound judgement in managing internal and external relationships, balancing business priorities and stakeholder expectations.
- Engage at both strategic and operational levels, actively contributing to business planning and people management outcomes.
- Work collaboratively with other People and Culture streams, including payroll, HR Services, rostering, learning & development, and WHS, to deliver integrated HR solutions.
- Build and sustain effective professional relationships with stakeholders to facilitate HR initiatives and positive workplace culture.
- Apply professional judgement to manage a broad range of internal and external relationships, supporting organisational goals.
- Contribute strategically and operationally to HR and business initiatives, driving continuous improvement in people practices.
- Collaborate across People and Culture teams to deliver cohesive HR services, supporting organisational effectiveness.

Problem Solving

- Demonstrate expertise in interpreting employment legislation, enterprise agreements, awards, and HR policies to resolve complex workplace issues.
- Apply strong negotiation, influencing and interpersonal skills to mediate and resolve employee relations matters effectively.
- Leverage HR analytics to identify workforce trends and develop targeted solutions, programs, and policies that address business needs.
- Demonstrate operational understanding to implement practical HR solutions aligned with business strategy.

Position Description

- Demonstrate expertise in interpreting employment legislation, enterprise agreements, awards, and HR policies to resolve complex workplace issues.
- Apply strong negotiation and interpersonal skills to mediate and resolve employee relations matters effectively.
- Leverage HR analytics to identify workforce trends and develop targeted solutions, programs, and policies that address business needs.
- Demonstrate operational understanding to implement practical HR solutions aligned with business strategy.

Time Impact

- Respond promptly and efficiently to HR enquiries from business units, demonstrating a commitment to service excellence.
- Deliver accurate and timely HR advice, maintaining professionalism and reliability in all interactions.
- Ensure all tasks and projects meet scheduled deadlines, supporting business continuity and HR effectiveness.

Strategic Orientation

- Invest time in strategic HR activities that drive achievement of business priorities and organisational objectives.
- Demonstrate commercial acumen by gathering, analysing, and delivering relevant information for informed business decisions.

DUTIES

The typical duties of this position include:

1. Work proactively and collaboratively across all Northcott services and departments, ensuring effective and timely communication in a highly regulated environment.
2. Provide sound, pragmatic, and timely advice to leaders and employees on employee relations matters, including disciplinary, grievance, and change management issues, ensuring compliance and best practice approach.
3. Interpret and provide expert guidance on relevant industrial instruments, including enterprise agreement and awards, with a focus on risk mitigation and compliance.
4. Lead workforce change management processes, partnering with leaders to plan, implement, and communicate organisational changes that support business objectives.
5. Coach and mentor leaders in people management practices, fostering high levels of employee engagement, performance, and wellbeing.
6. Contribute to the development, implementation, and management of HR policies, ensuring alignment with legal requirements and changing business needs.
7. Drive and support HR projects and initiatives across the business, ensuring swift execution and measurable outcomes.
8. Lead and provide input on workforce and succession planning, as well as business unit restructuring initiatives, ensuring the organisation is agile and future-ready.

Position Description

9. Facilitate and deliver training and information sessions for management and employees on people-related matters, promoting continuous development and compliance.
10. Analyse HR data trends and metrics, using insights to make evidence-based recommendations and inform business decisions in a fast-paced environment.
11. Actively contribute as a member of the HR team, delivering high-quality HR services and supporting organisational goals in a dynamic, evolving workplace.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.