Position Description

Position title:	Human Resources Business Partner
Classification:	Non-Award
Reports to:	Human Resources Manager

About CPL – Choice, Passion, Life

CPL is a leading community support provider across Queensland and Northern New South Wales, partnering with people with disability and their families to create meaningful change.

Through personalised support, specialised guidance and expertise in collaborative decision making, we empower each person to live the life they want at every stage.

We are driven by a deep commitment to understanding our clients' aspirations and turning their vision into reality.

Drawing on decades of experience, we deliver practical, impactful support that makes a real difference – combining our expertise with genuine care to support individuals, families, and communities.

Our vision

An inclusive society for all people.

Our purpose

To provide services for people with disability so they can lead the life they choose.

Our difference

Our attitude is what makes us different. We're hopeful, determinedly enthusiastic and down-to-earth. When it comes to disability, we know one size does not fit all, which is why the CPL team ensure every effort is made to accommodate individual goals and needs.

Our values

Our values are known across CPL Group as 'Our Way'. It sets the standard for how we behave with each other and with the people we support, no matter our role, location or brand. By living these values every day, we create trust, build strong relationships and support people to live the lives they choose – together.

Understand the person

Recognising each client and employee as an individual, respecting their choices and shaping your approach around what matters most to them.

Give great service

Delivering high quality support to clients and to each other that is consistent, safe, reliable and focused on what matters to that person.

Work together
Together has strength. Collaborating between teams, brands, locations and across the community to create better outcomes.

Find better ways
Improving how you work to provide better outcomes and experiences for clients and employees.

Position purpose

Our emphasis is on providing quality value added services to all levels of the organisation in managing their Human Resource needs. Specifically, the role provides HR related advice and information to management and at times employees. The role provides HR expertise and solutions, providing assistance and guidance on a broad range of HR policies, programs and practices. A key component of the role is in the management of ER/IR case matters, including, advise around workplace investigations, compliance and interpretation of policies, procedures, employee related legislation, performance and conduct management and grievance management. The role provides guidance and support to the HR Advisor as required.

To support continuous improvement in the business performance of the business area/service and effectively contribute towards achievement of the organisation's vision and purpose.

Key responsibilities

- Work collaboratively within the team on a range of Employee Relations initiatives and projects aligned with the People, Learning and Culture Strategic Plan. Contribute to the development of CPL's plans, policies and procedures and any matters that relate to people development activities.
- Provide advice and coaching aligned with The CPL Way and contemporary HR practices to management, staff, and People, Learning and Culture team in regard to the application of policies and procedures, change management, people development, ER matters and interpretation of Awards, Fair Work Act and National Employment Standards.
- Conduct workplace investigations (with support from the HR Manager and other HRBP's) aligned with contemporary HR practices, including but not limited to drafting allegations, interviewing and the writing of reports with clear conclusions and recommendations.
- Work in partnership with operational leadership teams to identify the people implications of strategic and business plans and other developments. Find better ways of working and agree on appropriate local level interventions to maximise opportunities, support change and manage risk.
- Drive the people processes (performance, development, and change) in supporting leaders, to ensure that employees' level of performance and capabilities meet current and future standards.
- Analyse trends and metrics in partnership with the People, Learning and Culture team to develop solutions, programs and policies for improved people engagement, retention and performance.
- In collaboration with other HRBP's and HR Manager, partner with operational leaders to strengthen their leadership skills in the management of their staff by building capability in addressing conduct and performance concerns, in compliance with policies and procedures.

- Drafting and coordinating responses to Fair Work Commission applications, union correspondence, disputes, and industrial relations matters, ensuring timely, accurate, and commercially sound outcomes.
- Contribute to the review, implementation and training of policies and procedures based on relevant legislation and contemporary HR practices.
- Undertakes other responsibilities as required and directed by manager or delegate.

Supplementary responsibilities

- Embodies CPL Group values in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

Key customers

- Reports directly to the HR Manager and seeks guidance and advice as required.
- Liaises internally with People, Learning and Culture team, local and head office staff, administrative teams, management and operational teams and executive management.
- Liaises externally with service providers as required, other not-for-profit organisations, union delegates and corporations.

Selection criteria

- Proven ability to advise and coach leaders through investigations, performance management, conduct concerns, grievances, workplace conflict, and employee wellbeing matters.
- Proven ability interpret legislation, regulations, awards, industrial agreements together with policies and procedures, and solid knowledge of and experience in the application of contemporary HR practices.
- Sound level of ability to interact proactively with management and staff at all levels of the organisation in the resolution of HR/ER issues.
- Demonstrated competence in conceptual, analytical and problem-solving skills, including sound drafting and research skills.
- Well-developed communication and interpersonal skills such as interviewing, coaching, negotiating and report writing, including the ability to assess complex issues and identify relevant solutions and/or escalate for support.
- Experience in the development and implementation of HR initiatives and programs to meet the needs of the organisation.
- Proven ability to facilitate or present to a range of stakeholders or deliver training to small groups.

Additional requirements

These do not need to be addressed in selection criteria but must be included in application:

- Advanced skills in Microsoft Office computing applications and HRIS experience.
- Tertiary qualification in Human Resources Management or a related field and demonstrated relevant professional experience.
- Experience in the disability sector is highly desirable.
- Current 'C' class driver's licence with regular access to a vehicle.
- NDIS Worker Screening Check issued by the NDIS Quality and Safeguards Commission.