

Position Description

People & Culture Advisor

Job family	Corporate Services (CS)
Workforce capability framework level	CS 8-9
Reporting to	Manager People and Culture
Directly supervising	N/A
Date prepared	4 April 2019

Position purpose

The HR Services Advisor & Recruitment Specialist ensures that managers and staff are provided with HR support on all HR operational and project functions including but not limited to Recruitment and Selection, Engagement and Separation, Work Health & Safety, Payroll and Rewards and Recognition. Reporting into the People and Culture Manager the role supports approximately 200 employees.

Responsibilities

The responsibilities in this role will include:

- Managing the end to end recruitment process for all roles across the organisation;
- WHS management including Wellbeing initiatives, WHS committee, Emergency Evacuation and First Aid, WHS incident management, Workers Compensation, and Return to Work;
- Generating employment letters and contracts;
- Answering HR queries from employees on subjects such as leave, policies and systems, and award and EBA interpretation;
- HR and WHS reporting;
- Driving and supporting culture and engagement initiatives including the Living Our Values recognition program and Service Awards;
- Supporting Onboarding and Induction; and
- Payroll assistance, compliance and reporting.

Essential Criteria

You will have proven experience working in HR (3+ years) dealing with a mixture of queries and administration. Your knowledge and experience of the Australian HR and WHS legislation and standards will be key to success in this role as will good communication skills. You will have relevant HR qualifications (or related), a positive approach and you have excellent customer service skills. You will have impressive relationship building skills, be respected and well-liked by others and know how to forge, maintain and foster strong working relationships with key leaders across diverse client groups. You'll be self-motivated, resilient and a thoughtful influencer who enjoys change and can provide a fresh approach and way of thinking.

Desirable Criteria

Working knowledge of Human Resource Information Systems knowledge.

Document Control	
Completed by: Georgie Sorensen	Date: 9/4/2019
Reviewed by: Jennifer Woodrow	Date: 9/4/2019

Employee sign off and acceptance		
I have read, understand, and accept the expectations of the HR Services Advisor & Recruitment Specialist Role.		
Employee:	Signature:	Date:

The statements within this PD are intended to describe the general nature and level of the work being performed. This is not an exhaustive list of all duties and responsibilities associated with the position. Management reserves the right to amend and change responsibilities to meet business and organisational needs as necessary.

Please print this page only, sign your acceptance, and return this page only to Human Resources at Learning Links

Strategic core requirements

Key responsibility areas	Capability requirements	Key performance measures
Sector and organisation purpose and values	<ul style="list-style-type: none"> Working knowledge of human rights based approaches to supporting children with learning difficulties and disabilities. Detailed understanding of the role, vision, mission and values of Learning Links and the supports and services offered. Aligns with industry and organisation approaches and values. Understands the strategic direction under which Learning Links operates. Working knowledge of the strategic direction under which Learning Links operates, organisation functions, and infrastructure. 	<ul style="list-style-type: none"> Demonstrates Learning Links values of Integrity; Excellence; Empowerment; and Collaboration in all work. Day to day work is achieved efficiently and effectively. Projects are delivered in a timely manner are in line with the strategic direction of Learning Links. Ensures recruitment practices are: <ul style="list-style-type: none"> aligned with the Learning Links values; provide a positive and professional image; and attract the best talent to Learning Links.
Leadership and teamwork	<ul style="list-style-type: none"> Effective team member; provides support to higher level roles. Shares knowledge and information and contributes to professional team meetings. Schedules own work and contributes to work planning. Monitors the progress of work and, under guidance, will estimate cost and schedule work. 	<ul style="list-style-type: none"> Contributes effectively at team meetings by sharing knowledge and offering support. Takes initiatives to solve workplace problems and to identify improvement initiatives. Meets deadlines for individual and team projects. Is self-motivated and can work independently as required.
Communication	<ul style="list-style-type: none"> Has flexible and adaptable communication techniques that engender positive engaging relationships and meet required outcomes. Uses influencing skills. Uses a broad network of contacts to resolve work issues. Undertakes standard negotiations in respect to internal and external people to ensure processes and protocols are followed and work is appropriately handled. 	<ul style="list-style-type: none"> Communicates effectively with all staff and external contacts verbally and via email. Workplace communications are well written and achieve desired results. Uses effective influencing and negotiation skills within the workplace. Workplace documents including policies and procedures are updated as required to reflect change in ways of working, legislative changes, and new requirements.
Customer relationships	<ul style="list-style-type: none"> Uses thorough and advanced professional competence to support staff with problem solving and decision making about their needs and expectations. Understands scope of HR service offerings and can negotiate within boundaries. 	<ul style="list-style-type: none"> Handles staff inquiries promptly, effectively, sensitively and within specified time frames. Maintains confidentiality of staff matters and information.

Key responsibility areas	Capability requirements	Key performance measures
	<ul style="list-style-type: none"> • Able to effectively deal with sensitive and serious matters, respecting diversity and confidentiality requirements. Interacts with stakeholders. • Uses understanding of relationships and needs to recommend changes to approach. 	<ul style="list-style-type: none"> • Offers HR and workplace knowledge and experience when dealing with staff matters. • Liaises effectively with Managers to provide people management advice and support.
Personal accountability	<ul style="list-style-type: none"> • Understands the impact of legislation and standards on work practices. • Recommends changes to policies & procedures to accommodate changes in external requirements. • Ensures changes do not compromise quality or standards of service. • Evaluates processes and makes or recommends changes. • Participates in policy and procedure development. • Demonstrates and ensures safety, financial and general accountabilities in team. • Markets and promotes HR service offerings. 	<ul style="list-style-type: none"> • Keeps up to date with HR best practice, employment and WHS legislation. • Has good understanding of role and HR service offerings.
Innovation	<ul style="list-style-type: none"> • Models a resourceful and adaptable approach. • Applies creative and well developed problem solving skills and resources. Identifies requirements for improvement. • Applies organisation quality improvement processes. • Recognises the potential impact of solutions on other areas and externally. • Participates in the resolution of complex problems 	<ul style="list-style-type: none"> • Identifies processes that require improvement and finds more effective ways of doing things. • Uses available resources to solve problems. • Utilises effective change management skills to support workplace change and innovation.
Experience and qualifications	<ul style="list-style-type: none"> • A relevant tertiary qualification and/or equivalent experience in Human Resources. • Where required for practice, registration with professional body maintained. • Demonstrates knowledge and skills equivalent to discipline specific competencies for this level. • Understands the need for professional learning of self and others; undertakes regular professional development to build skills to next level. 	<ul style="list-style-type: none"> • Tertiary qualification in HR. • Participates in learning and professional development as required. • NSW Police check. • Minimum (3+ years) proven experience working in HR dealing with a mixture of queries and administration. • Knowledge and experience of the Australian HR and WHS legislation and standards • Excellent communication skills and the ability to forge, maintain and foster strong working relationships. • Self-motivated, resilient and a thoughtful influencer.

Key responsibility areas	Capability requirements	Key performance measures
		<ul style="list-style-type: none"> Change management skills and a focus on continuous improvement.

Functional requirements

Key responsibility areas	Capability requirements	Key performance measures
Professional practice	<ul style="list-style-type: none"> Considers day-to-day issues and makes judgements based on well-developed professional experience and technical knowledge. Draws on a number of methodologies and techniques to achieve successful outcomes. Identifies alternatives based on contemporary business practices. Recommends changes including the development of alternative practical methodologies to achieve effective functional-specific outcomes. Coordinates or provides support to managers in change processes. Positively influences and facilitates change in business areas and in own area. 	<ul style="list-style-type: none"> Uses knowledge and experience when dealing with day to day HR issues and enquiries. Knows when to escalate and consult within the HR team on challenging HR issues. Provides support in the area of change management. Develops HR processes and policies that support and deliver outcomes for the organisation.
Service delivery	<ul style="list-style-type: none"> Provides timely advice, information and assistance. Initiates and/or encourages actions which meet/exceed customer expectations. Uses appropriate interpersonal skills to ensure on-going customer satisfaction. 	<ul style="list-style-type: none"> Manages end to end recruitment processes and supports managers in the recruitment of staff. Monitors recruitment effectiveness including turnover data within the first year of employment, costs, feedback from managers, and service delivery by recruitment providers to improve the recruitment process. Develops and maintains an Employee Value Proposition (EVP). Manages Work Health and Safety management systems and operations including Wellbeing initiatives, WHS committee management and support, WHS incident management, Emergency Evacuation and First Aid, Workers Compensation and Return to Work.

Key responsibility areas	Capability requirements	Key performance measures
		<ul style="list-style-type: none"> • Responds to HR/ WHS enquiries and assistance requests in a timely manner. • Meets or exceeds customer expectations.
Sustainable business systems, policy and processes	<ul style="list-style-type: none"> • Understands and can apply relevant technology. • Plans and develops components of systems and policies to improve organisational effectiveness. • Monitors and reviews operations and recommends changes. • Contributes substantially to building policies and processes to support a sustainable organisation. • Acts as a contact point for senior managers for advice. 	<ul style="list-style-type: none"> • Recommends changes to improve organisational effectiveness. • Leads change initiatives as required. • Assists with policy development and maintenance. • Uses HRIS knowledge to initiate HR systems improvement.
Risk and compliance	<ul style="list-style-type: none"> • Complies with external requirements and internal policies and procedural guidelines, working with business areas to address straightforward compliance issues. • Analyses the relevant business or service environment to identify current and emerging risks, using standard assessment tools. • Acts on identified risks and compliance issues or provides advice on actions required. 	<ul style="list-style-type: none"> • Sets up and maintains an effective Safety Management System including maintaining a WHS risk register, incident management, incident investigations, injury management and return to work program, WHS reporting to management, staff and the board, and supporting consultation processes of the WHS committee, that promotes a safety culture across Learning Links. • Identifies risks within the workplace and implements risk mitigation initiatives as required.
Financial management	<ul style="list-style-type: none"> • Carries out budgeting and associated financial tasks. • Ensures preparation of data and reports. • Assists in the preparation of business cases. 	<ul style="list-style-type: none"> • Works within HR budgets and gains approval on spending. • Completes appropriate paperwork and documentation. • Processes HR payments as required.
Project management	<ul style="list-style-type: none"> • Applies project management processes including project identification, definition, planning, execution and conclusion under guidance. • Makes changes to documentation. • Participates as a project team member. 	<ul style="list-style-type: none"> • Participates in cross functional projects as required. • Leads projects as required including workplace health and safety projects.
Business reporting, documentation and administration	<ul style="list-style-type: none"> • Carries out reporting, documentation and administration tasks. • Prepares straightforward reports. • Maintains required documentation. • Effectively uses technology. • Extracts data from multiple sources, and assembles into standard formats for analysis. 	<ul style="list-style-type: none"> • HR/WHS KPIs are established to monitor performance and sets up systems to ensure effective data collection and automation of reports. • KPI data is provided to key stakeholders as required in a way that is valued, and promotes engagement and improvement. • Maintains appropriate documentation of HR and recruitment documents.

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		<ul style="list-style-type: none">• Creates HR, Recruitment and Board reports, as required.