

POSITION DESCRIPTION



Position Title:	People and Culture Business Partner
Department:	People and Culture
Division:	Executive Services
Grade:	9
Approved Status:	Permanent Full Time
Last Reviewed:	July 2020
Reviewed By:	Manager, People and Culture

1. Objectives of Position.

- 1.1. Serve as a consultant to the P&C Business Partner Model by aligning business objectives with employees and management in designated business units (Technical Services & Operations, Corporate Services and Executive Services).
- 1.2. To support P&C functions with execution of generalist P&C activities, including but not limited to:
 - Provision of practical advice and support to management and staff on operational P&C matters including the interpretation and implementation of policies, procedures, awards and contracts
 - Conduct end-to end recruitment activities to ensure the attraction and retention of suitably qualified and experienced employees that will complement the organisations staffing requirements
 - Performance review coordination
 - P&C Reporting
 - Projects and events
- 1.3. To provide day-to-day P&C support across all business units to enhance the employee/employer relationship and in support of P&C best practice principals.
- 1.4. This role will be supported by the P&C Manager in developing, supporting, managing and mentoring the execution of P&C activities.

2. Key Accountabilities

2.1. Technical/Operational

- 2.1.1. Assist the P&C team with all generalist P&C activities and matters.
- 2.1.2. Provide guidance and support to management on generalist P&C matters, including reviewing and developing procedures and processes relating to the employment relationship across the business including providing advice in relation to performance, conduct and absence management.
- 2.1.3. Support the business with the end to end recruitment process in line with the company recruitment policy, guidelines and processes.
- 2.1.4. Coordinate the performance review process for the organisation ensuring it is undertaken within set timeframes and in line with Council policy.
- 2.1.5. Coordinate recruitment and support program for apprentices/trainees, assist the Coordinator in managing the program providing guidance and regularly monitoring and auditing the program.
- 2.1.6. Maintain secondary employment register.
- 2.1.7. As required develop, deliver all contracts of employment for the aligned business group to ensure they are compliant, competitive and accurate, and provide peer review checking for other business areas.
- 2.1.8. Advise management on cost effective recruitment strategies.

- 2.1.9. Coordinate the annual recognition of service awards program and assist in the coordination of corporate events such as staff functions and information sessions.
- 2.1.10. In collaboration with P&C management and Capability & Development, develop, monitor and review best practice induction programs, for each of Council's operational areas, including delivering first day induction process.
- 2.1.11. With guidance, maintain Councils EEO management plan including the implementation of strategies and actions. Gather relevant statistical data for annual reporting. Collaborate with C&D to provide information and/or training sessions as required in relation to the EEO program and principals.
- 2.1.12. Schedule and conduct exit interviews with terminating employees as aligned in the BP model. Prepare and deliver the findings, patterns and any key concerns in a de-identified report to P&C Manager for escalation to the Executive.
- 2.1.13. Under guidance, provide guidance and support to management in the resolution of disciplinary matters and conciliate with management and unions on grievances and disputes.
- 2.1.14. Assist managers with all informal and formal performance management programs.

2.2. Financial

- 2.2.1. Raise requisitions and purchase orders in accordance with requisition practices.

2.3. Management & Leadership

- 2.3.1. Lead by example at all times.
- 2.3.2. Provide mentoring and coaching to P&C team members at a lower grade level.
- 2.3.3. Act as an employee champion and change agent.

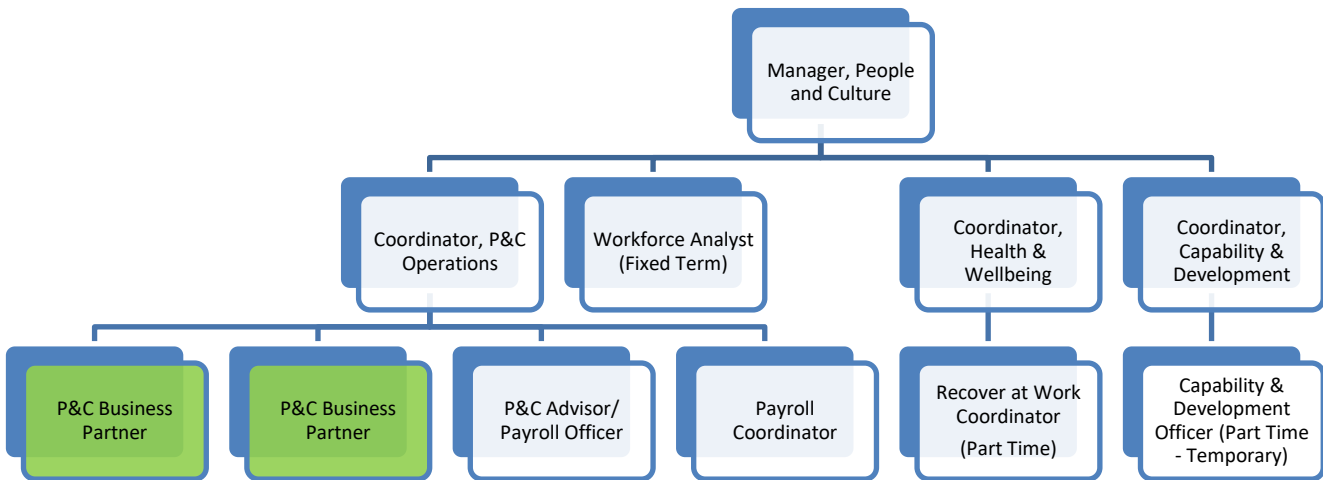
2.4. Communication, Consultation & Engagement

- 2.4.1. Assist with the collation of P&C reports for Executive.
- 2.4.2. Provide practical, accurate and updated advice and support to management and staff including the interpretation of awards and implementation of policies and procedures with respect to the support services provided.
- 2.4.3. Coordinate the regular review of website/intranet pages owned by the P&C team to ensure accuracy act as key contributor for the coordination of P&C web pages.
- 2.4.4. Attend all meetings, training courses and other work related gatherings as required and requested by management.
- 2.4.5. Contribute to driving a culture that supports a positive workplace by adapting the Canada Bay Values in how work and interact.

2.5. General

- 2.5.1. Participate as directed on P&C projects, taking responsibility and accountability for the tasks assigned to this role from each project.
- 2.5.2. To comply with the operational responsibilities unique to the position as outlined in the attached schedule.
- 2.5.3. Collaborate and communicate with P&C team members to create an enthusiastic and motivated atmosphere where staff work with a sense of urgency.
- 2.5.4. Support management in the process of workplace reform, service competitiveness and the achievement of objectives by proactively working to improve operational efficiency.
- 2.5.5. Carry out additional tasks within your skill set as assigned by the Coordinator, P&C Operations.
- 2.5.6. Contribute to a positive work environment that reflects the core values of Canada Bay Council.
- 2.5.7. Ensure you maintain confidentiality and privacy of information at all times.

3. Position/Department Structure



4. Essential Knowledge, Skills and Experience (Essential Criteria)

- 4.1. Tertiary qualifications in Human Resources Management or related discipline, or equivalent.
- 4.2. Previous experience in a similar generalist role within a P&C environment
- 4.3. Excellent organisational and customer service skills
- 4.4. Demonstrated ability to manage changing and competing priorities
- 4.5. High degree of computer literacy and competence in the Microsoft Office suite of products such as Word, Excel and Outlook
- 4.6. High level of accuracy and attention to detail
- 4.7. Sophisticated communication and negotiation skills
- 4.8. Strong analytical, conflict resolution and problem solving skills
- 4.9. Excellent organisational and time management skills to enable multi-tasking and delivery to deadlines as required and scheduled

5. Desirable Knowledge, Skills and Experience (Desirable Criteria)

- 5.1. Class C Driver's License
- 5.2. Experience using a P&C/Payroll system and an electronic document management system (preferably Technology One – ECM)

6. Agreement

We the undersigned agree that the position description and competencies contained herein are accepted as appropriate for the performance of this position.

Signed: _____ Date: _____
Appointed employee

Signed: _____ Date: _____
Supervisor / Manager

Signed: _____ Date: _____
Director / General Manager

SCHEDULE OF OPERATIONAL RESPONSIBILITIES

1. Work, Health & Safety Responsibilities

1.1. Worker

A worker's responsibilities include, but are not limited to:

- 1.1.1. Taking reasonable care for his/her own health and safety.
- 1.1.2. Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- 1.1.3. Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- 1.1.4. Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- 1.1.5. Reporting all incidents, hazards and near misses to their direct supervisor.
- 1.1.6. Actively participating in injury management and rehabilitation programs.
- 1.1.7. Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- 1.1.8. Maintaining all tickets, licences, operative training etc., required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- 1.1.9. Attending all specified training and induction courses.
- 1.1.10. Contributing to workplace practice and procedure reviews.
- 1.1.11. Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- 1.1.12. Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- 1.1.13. Participating in workplace inspections.
- 1.1.14. Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

2. Equal Employment Opportunity Responsibilities

Comply with Equal Employment Opportunity (EEO) legislation as well as Council's EEO policies & procedures.

3. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Councils policies & procedures.

4. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

5. Designated Person Classification

This position is classified as a "designated position" under section 449 of the Local Government Act 1993. As such a 'Disclosures by Councillors and Designated Persons Return' will need to be completed annually which discloses pecuniary interests and other matters as prescribed by Part 8 of the Local Government (General) Regulation 2005.

OR

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

6. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

7. Delegations

Delegations for the position are listed in the Register of Delegations for People & Culture Department and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

8. Organisation Values

8.1. Creativity

All staff are encouraged to explore opportunities and new ideas.

8.2. Fun

We choose to create a great place to work.

8.3. Leadership

We inspire and enable staff to bring out the best in themselves and each other.

8.4. Teamwork

We work together collaboratively, and in support of each other.

8.5. Respect

We treat each other the way we would like to be treated.

9. Acknowledgement

I have read and understood, and agree to comply with, the Operational Responsibilities as outlined above:

Initialled: _____
Appointed employee

Date: _____

Initialled: _____
Supervisor / Manager

Date: _____

SKILLS PROGRESSION & ASSESSMENT RECORD

PEOPLE & CULTURE BUSINESS PARTNER (2)



Generic skills – Apply to all salary steps

Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Accept responsibility for and manage own work	Work area is well organised and safe in accordance with relevant standards/policies						
	Instructions are clearly understood and factors effecting work requirements are identified and appropriate action taken						
	Workload is reviewed and prioritised within allocated timeframes						
	Responsibilities and duties are performed in accordance with work standards and Council policies, procedures and code of conduct						
	Appropriate persons are informed if additional support is required to complete allocated work within agreed timeframes						
Communication	Communication with staff at all levels is appropriate to the workplace standards and promotes co-operation at all times						
Code of Conduct, organisational policies, operating management standards and procedures	Comply with the requirements of Council's Code of Conduct						
	Comply with all organisational policies, operating management standards and procedures						
Customer Service	Communication with the public is conducted in a courteous manner and the information provided is accurate and timely in accordance with Council policy						
	A standard of personal presentation and contact with customers is in accordance with Council policy and guidelines						

Generic skills – Apply to all salary steps							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
	Complaints or disputes are identified and resolved promptly or referred to the appropriate person(s)						
EEO	The principles of equal employment opportunity are observed and implemented						
Maintain Records	Confidentiality of information and records is maintained						
	Records are secured, accessible, accurate and up to date						
	Complies with Council's Records Management Policy and the State Records Act 1998						
Organisational Values	<i>Creativity</i> – Explore, and encourage others to explore, opportunities and new ideas						
	<i>Fun</i> – Maintain a positive attitude and get to know others in the workplace						
	<i>Leadership</i> – Inspire and enable themselves and others to reach their full potential						
	<i>Respect</i> – Treat others the way you would like to be treated						
Sustainability	<i>Teamwork</i> – Work together collaboratively and in support of each other						
	Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies and procedures						
WH&S and Risk Management	Take reasonable care for the health and safety of themselves and others						
	Cooperate with any reasonable policy or procedure of Council in relation to WH&S						
	Reports all incidents, hazards and near misses to their direct supervisor						
	Use Personal Protective Equipment (PPE) where appropriate						
	Maintain all tickets, licences, operative training etc., required for the job.						

Generic skills – Apply to all salary steps							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
	Attend all specified training and induction courses						
	Participate in workplace inspections						

Step 1							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Meet Essential Qualifications and Experience							
Carry out routine office procedures	Demonstrates a good understanding of office procedures including use of office equipment, processing correspondence, filing and record keeping.						
Undertake recruitment activities (as required)	The selection process is determined to comply with all legal requirements, to select the most suitable applicant according to selection criteria and EEO legislation.						
	Job advertisements are drafted and placed in accordance with legislative requirements and council policy.						
	Interviews are organised and held in accordance with EEO policies and council requirements.						
	Information obtained from each applicant is judged against specified selection criteria.						
	All applicants are promptly and accurately informed regarding the process of selection.						
	Selection of applicant/s is made and is justifiable from the evidence recorded.						
	Confidentiality of applicants and the employment process is maintained according to Council policy						
	All applicants are notified of the outcome of their application within specified timeframe.						
Compile and maintain records appropriate to recruitment, induction and other applicable P&C functions	Information is recorded in accordance with Council and legislative requirements.						
	Details are recorded clearly, accurately and legibly.						
	Records are secured, accessible and kept up-to-date.						
Communicate in writing	Routine correspondence is drafted and presented for approval and signature within designated timelines						

Step 1							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
	Language used is clear and concise						
	Spelling, punctuation and grammar are correct						
	Intended meaning of correspondence is readily understood by recipient						
Identify and resolve customer enquiries relating to P&C activities and provide relevant advice to customers	Communicates effectively, both orally and in writing, at all levels.						
	Handles enquiries and requests for information in a courteous and helpful manner.						
	Provide general assistance, education and information to customers.						
Advise staff on policies and procedures applying to the workplace	Staff are regularly and accurately briefed on relevant organisation policies and procedures Strategies for the implementation of policies and procedures are communicated to staff						
Apply Council's policies and procedures	A sound working knowledge of council policies and procedures is applied in carrying out the duties and responsibilities of the position						
Coordinate Induction Program (as required)	First day inductions are undertaken for all staff and content of induction pack is kept up to date.						
Prepare draft document of policy/procedures	A draft document is produced covering all required aspects, using clear concise language and the preferred format						
	Draft policy/procedures are developed which are consistent with organisational objectives, take into account availability of resources and specify timeframes for implementation						
	The draft policy/procedures comply with all relevant legislation						
	The draft policy/procedures incorporate outcomes of the consultative process where appropriate						

Step 1							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
	The draft policy/procedures are presented to management for endorsement						
Interpret and apply Local Government (State) Award and Employment provisions of the Local Government Act	Demonstrates knowledge of the Local Government (State) Award and Local Government Act and the ability to correctly interpret and apply the relevant provisions with minimum need for referral.						
Ensure implementation of policy/procedures	All relevant employees are informed to ensure an understanding of issues involved, relevance of policy/procedures, implications to operation and ease of access to information						
	All relevant employees are advised of their responsibilities under the new policy/procedures						
	Education and training is given to employees where necessary to ensure correct implementation						
Salary System/ Performance Reviews/Job Descriptions	Provide guidance to management and staff in Council's salary system						
	Coordinate Council's performance review process and provide guidance and support in performance review process and format						
	Provide guidance and support to management and staff in formatting job descriptions						
Provide accurate information	Personnel data is maintained Statistical information is forwarded according to statutory requirements						

Step 2							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Deal with difficult customer situations	A calm conciliatory approach is maintained						
	Established Council procedures are followed regarding dealing with difficult people						
	Assistance is sought where necessary						
Understanding of and confidence in using Council's computer systems.	Accurate and timely advice is provided where requested.						
	Workflows are monitored and reports produced accurately.						
	Documents are produced in a professional manner New systems and platforms are implemented						
Maintain up-to-date information and networks	Information relevant to the area of expertise is collected, kept up-to-date and is easily accessible						
	Information is analysed and readily retrievable for use						
	Networks are maintained to a level that provides the necessary information and contacts						
Job evaluations	Manage the process of job evaluations for business units ensuring consistency in job description and assessment criteria and the maintenance of relativities via external provider.						
Undertake disciplinary actions and or terminations	Details of decisions and actions taken are fully documented and compliant with relevant legislation						
	Disciplinary and or termination interviews are conducted in an appropriate manner with a constructive approach.						
	The interests of the Council and the individual are protected within required and agreed procedures. All other relevant parties are involved and or advised promptly of actions taken.						

Step 2							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Employee Relations	Participate in consultative committee meetings in the capacity of P&C representative when and as required						
Prepare and draft complex letters and correspondence	Accurately and correctly prepared for signature in the required format within designated time frames.						
Recognise and deal with potential problems and assist supervisors in responding to grievances and disputes.	Grievance resolution processes are followed to facilitate solution to problem.						
	Records of meetings are prepared and circulated to all parties.						
Develop and review recruitment programs	Strategies are adopted to make recruitment timely and effective and compliant with relevant legislation						
	Strategies to overcome barriers to selection of suitable candidates are developed						
Equal Employment Opportunity	Assist with maintaining Council's EEO management plan and ensure that strategies are implemented and statistical data is collected.						

Step 3							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Interpret legislation and advise on appropriate action	Implications of legislation to local government are clarified.						
	Discussions are held with relevant management and employees to ensure understanding of legislation.						
	Agreement is reached within the organisation to ensure consistency in interpretation and application of legislation.						
	A legal opinion is sought for clarification where necessary.						
Advise on recruitment strategies	Reports are made on future recruitment initiatives.						
	Information on achievements of the attraction and retention of staff is analysed and reported.						
	Strategies are developed in collaboration with relevant Manager						
Manage grievances	Staff are kept informed of current grievance procedures						
	Disciplinary and grievance procedures are actioned with minimum delay and implemented in a manner which demonstrates impartiality						
	Recorded details of the proceedings and outcomes are accurate, complete, accessible to authorised people and in accordance with council's procedures						
	Recommendations for improvement of disciplinary and grievance procedures are presented to Manager						
Counsel staff	Counselling takes place in a private place at a time appropriate to the type, seriousness and complexity of the problem						
	Counselling practices and processes conform to council personnel policies and procedures						
	Confidentiality is maintained						

Step 3							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
	An appropriate counselling service is recommended in cases where the situation is beyond the manager's role, skills and/or knowledge						
	Individual cases are monitored to ensure a positive outcome is reached						
	Action is taken to assist and counsel staff following emergency or crisis situations						
Website/Intranet Development	Develop and control Recruitment pages on CCBC Website and P&C pages on Intranet						
Research information	Information requirements are clarified, and sources of relevant information from both inside and outside council are identified and accessed						
	Information is collated and produced in useable form within agreed time frames.						
	Additional information required is identified and accessed						
Recognise and deal with potential problems and assist supervisors in responding to grievances and disputes.	Grievance resolution processes are followed to facilitate solution to problem.						
	Records of meetings are prepared and circulated to all parties.						
Recognition of Service Awards	Coordinate and manage the annual recognition of service program for staff on behalf of Council in line with relevant policy						
Monitor council systems to ensure compliance	Actions based on procedures are examined to ensure compliance.						
	Required changes to procedures are identified.						
	The relevant people/departments are consulted about required changes.						

Step 4							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Recruitment and Selection	Develop and deliver training for supervisors in Recruitment and Selection						
Interpret legislation and advise on appropriate action	Implications of legislation to local government are clarified.						
	Discussions are held with relevant management and employees to ensure understanding of legislation.						
	Agreement is reached within the organisation to ensure consistency in interpretation and application of legislation.						
	A legal opinion is sought for clarification where necessary.						
Maintain up to date knowledge of relevant legislation and common law	Sources of information are identified and accessed.						
	Internal organisation networks are maintained to ensure relevant legislative information goes to appropriate people.						
	Developments in legislation which are significant to local government are understood.						
Exit interviews	Develop, monitor and maintain procedures for exiting employees. Conduct exit interviews and provide reports to executive on turnover.						

Step 5 – Work plan									
Part 1 – To be derived from Operating Plan									
Delivery Plan Action	Operating Plan Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
			Standard Met			Standard Met			
			Yes	No	N/A	Yes	No	N/A	
EXAMPLE using row 154 of the Delivery Plan spreadsheet – Executive Services for the Manager Corporate Strategy position									
<i>Engage residents, ratepayers and other stakeholders in decision making about Council resources and other issues</i>	<i>Coordinate an ongoing community engagement program to identify and test the levels of Council service and subsidy required by our local community.</i>	<i>Responsible for community engagement program which includes:</i> <ul style="list-style-type: none"> • <i>Citizen’s Panel review of Council services</i> • <i>Customer Satisfaction Surveys</i> • <i>Community workshops on FP20 & Resourcing Strategies</i> 							

Step 5 – Work plan									
Part 2 – General, Planned and Ongoing Activities (including Professional Development opportunities)									
Delivery Plan Action	Operating Plan Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
			Standard Met			Standard Met			
			Yes	No	N/A	Yes	No	N/A	
<i>Example</i>	<ul style="list-style-type: none"> <i>Taking on higher level responsibilities</i> <i>Exposure to other work activities</i> <i>Improvements in current work practices</i> 								

Step 6 – Work plan									
Part 1 – To be derived from Operating Plan									
Delivery Plan Action	Operating Plan Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
			Standard Met			Standard Met			
			Yes	No	N/A	Yes	No	N/A	
EXAMPLE using row 154 of the Delivery Plan spreadsheet – Executive Services for the Manager Corporate Strategy position									
<i>Engage residents, ratepayers and other stakeholders in decision making about Council resources and other issues</i>	<i>Coordinate an ongoing community engagement program to identify and test the levels of Council service and subsidy required by our local community.</i>	<i>Responsible for community engagement program which includes:</i> <ul style="list-style-type: none"> • <i>Citizen’s Panel review of Council services</i> • <i>Customer Satisfaction Surveys</i> • <i>Community workshops on FP20 & Resourcing Strategies</i> 							

Step 6 – Work plan									
Part 1 – General, Planned and Ongoing Activities (including Professional Development opportunities)									
Delivery Plan Action	Operating Plan Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
			Standard Met			Standard Met			
			Yes	No	N/A	Yes	No	N/A	
<i>Example</i>	<ul style="list-style-type: none"> • <i>Taking on higher level responsibilities</i> • <i>Exposure to other work activities</i> • <i>Improvements in current work practices</i> 								

Agreement

The skills descriptors are current and accurately reflect the requirements of the position.

Manager name: _____ Signature: _____ Date: _____

Employee name: _____ Signature: _____ Date: _____