

Position Title:	Business Partner HR
Branch:	Human Resources
Department:	People & Safety
Division:	Office of the CEO
Reporting To:	Principal Business Partner HR
Direct Reports:	Nil
Industrial Instruments:	Queensland Local Government Industry (Stream A) Award - State 2017 & Cassowary Coast Regional Council Certified Agreement 2023
Level:	7

THE ROLE

The Business Partner HR will work collaboratively with the HR team and form relationships as a trusted adviser across the organisation, understanding, sharing and contributing to the achievement of business objectives by developing, coordinating and advising on core Human Resource matters.

KEY OUTCOMES

- Quality, trusted advice and support is delivered on all Human Resource matters associated with the employment lifecycle, including understanding, sharing and contributing to the achievement of business objectives by developing, coordinating and advising on core people related matters
- Collaboration is evident with partnered areas of the organisation and priority Human Resource initiatives; systems, procedures and communications are delivered - receiving customer feedback that exceeds customer satisfaction targets
- Systems, process and engagement improvements implemented for efficiencies and upgrades
- Planned Human Resource projects are delivered on time, to quality, specification and scope through effective change management influence
- Engagement and communications initiatives are actioned to support desired culture
- Coaching and support is provided to leaders with achievement and development planning and review, performance management and culture improvements (including leadership coaching and skills development)

KEY ACCOUNTABILITIES

- Support and enable capability in Human Resource matters to leaders and teams with policies, procedures, process and systems (aligned with matters associated with People Management, Performance, Recruitment, Skills Development, Engagement and Communications) which deliver value aligned with Council's Vision and People & Safety strategies.
- Provide support and advice relating to the interpretation and application of Award and Certified Agreement provisions as well as any other employment related legislation, standards and/or Codes of practice.

- Build effective working partnerships, including coaching and support, across the organisation to enable greater understanding and consistent application of all Human Resource matters (employment lifecycle, employee relations, performance management, culture, recognition, succession, and workforce planning)
- Partner with Managers to discuss and advise on team design and structure consistent with workforce and succession plans
- Development of skills gaps and training needs analysis to identify skills development actions and any opportunities to 'Grow our Own'
- Take ownership and create influence across the organisation for the development and delivery of actions that achieve desired outcomes from the employee engagement survey
- Conduct investigations and prepare reports and other correspondence concerning matters of performance and/or conduct relating to employees
- Coaching and support to leaders and teams for consistent application and delivery of Achievement and Development Plans/discussions
- Development, support and promotion of Council's Grow Our own program including apprentices, trainees, cadets, graduates, and work experience and ensure effective management of internal and external stakeholders to facilitate recruitment, placements, training plans, ongoing engagement arrangements and communications

KEY RESPONSIBILITIES

- Use Technology One - CiAnywhere HR reporting system to manage databases for Organisational Structure, Employee details, Recruitment, Training and Skills/Licences/Capabilities
- Assist with Technology One and CIAnywhere systems and process review, implementation and upgrades across the organisation, including communications, change management influence and user education
- Maintain and present Human Resource reports (eg: employment related statistics), identify correlations in data and trends over time to proactively work with the organisation to guide decision making and actions
- Partner with departments to develop and monitor annual training plans and budgets
- Work with the Principal Business Partner HR and other Business Partners to ensure continuity of service to our internal and external customers.
- Assist the Principal Business Partner HR in the development and review of HR related policies, procedures and process
- Coordination of People and Safety information for CCRC Intranet and external web page
- Comply with all Council Policies and Procedures including the Code of Conduct for Council Employees
- Undertake any other duties, projects or tasks as directed by the Principal Business Partner People & Safety, which generally fall within the scope of this position and are within skills, competence and capability

BEHAVIOURAL COMPETENCIES

- In all interactions with internal and external stakeholders practices behaviours aligned with Council's Values (Respect, Integrity, Courage) and Code of Conduct for Council Employees
- Takes individual responsibility for Work Health Safety and Environment Protection

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- Models professional and ethical behaviour
 - Focuses on performance and delivery of organisational and team goals
 - Builds and maintains collaborative working relationships across all Council Departments
 - Acts proactively, exercises initiative and looks for opportunities for continuous improvement
 - Responds flexibly to and influences others with the implementation of change
 - Focuses on customer needs
 - Commits to personal and professional development

SELECTION CRITERIA

Essential:

- A degree qualification in a Human Resources field and demonstrated HR experience in a similar role
- Demonstrated experience in operating a Human Resource Information system (HRIS) including reporting and analysis of data
- Excellent stakeholder engagement, influence and management skills and the ability to develop strong working relationships across all levels of the organisation in order to collaborate and reach successful outcomes
- Highly developed communication skills including a demonstrated ability to consult, liaise, influence and provide education to enable customers regarding Council human resource matters
- Demonstrated ability in the interpretation of Industrial legislation including understanding of/, or the ability to obtain, a working knowledge of, relevant employment legislation including the Queensland Industrial Relations Act and relevant Awards
- Demonstrated analytical and problem solving skills to collect, analyse and collate data into meaningful information (including trend analysis and forecasting to inform exercises such as workforce planning)
- Demonstrated ability with preparation of high quality and accurate documentation/reporting/training
- Current Queensland C Class driver's licence

Desirable:

- Demonstrated experience in operating and reporting from Technology One/CIAnywhere
- Previous experience in a similar role within a local government setting
- Mercer CED Job evaluation qualifications
- Change Management qualifications