



Department	Corporate Services - Human Resources
Title	Human Resources Business Partner
Created	28 Sept 2021
To be Revised	28 Sept 2024

Role Title	Human Resources Business Partner
Job Type	As per employment contract
Work Hours	As per employment contract
Award	Labour Market Assistance Industry Award 2020
Classification	As per employment contract
Location	As per employment contract
Manager	National Manager Human Resources
Direct Reports	Nil

Our Values

- **Respectful:** We embrace diversity and provide an inclusive workplace
- **Accountable:** We take ownership of our decisions and our actions
- **Ethical:** We act with honesty and transparency
- **Sustainable:** We seek ways to minimise our impact on the environment
- **Engaged:** We empower and support others to make decisions

1. Principal Function

The Human Resources (HR) Business Partner delivers the best practice, integrated human resource function for Workways. The focus of the role is to build a genuine business partner relationship with key internal stakeholders to enable them to meet their operational and strategic goals.

The HR Business Partner will develop professional relationships across the business and act as a trusted employee and industrial relations advisor to the management team for people and employment issues.

Critical to the effectiveness of the HR Business Partner will be the ability to develop a deep understanding of the business, workforce, capability requirements and challenges faced in the field.

2. Areas of Responsibility

Please note that this is not an exhaustive list. Your duties and responsibilities may change in accordance with the requirements of the business as directed by Workways management.

2.1 Culture

- Adherence to Workways Values and Code of Conduct

2.2 Specific Responsibilities

2.2.1 Business Partnership

- Develop and maintain professional and productive working relationships with stakeholders both internal and external to Workways.
- Research, recommend, develop and deploy contemporary HR strategies to support business requirements.
- Act as a trusted advisor to leaders across Workways to support the achievement of the organisational and People Strategy.
- Collaborate with National HR Manager and HR team to ensure delivery of consistent human resources solutions across the business.

2.2.2 Service Delivery & Complex Issues Management



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- Advise and coach managers on a broad range of people management topics with an emphasis on creating and sustaining highly engaged high-performing teams.
- Support the delivery and implementation of HR initiatives in conjunction with HR and training specialists (e.g. Payroll, WHS, and Learning & Development).
- Provide support, advice, coaching and guidance to managers in the management and investigation of grievance/disciplinary related matters, in accordance to Workways policies and procedures.
- Provide advice and expertise on complex Human Resources (HR), Industrial Relations (IR) and Employment Relations (ER) matters and actively inform all managers of potential risks and appropriate mitigation actions.
- Actively contribute to HR change projects relating to organisational redesign/restructures, regarding/evaluation of positions, staff engagement and values and cultural initiatives etc.
- Report on relevant HR KPI's and metrics and provision of analytical commentary to inform decision making as and when required.
- Support and assist managers in the delivery of strategic and responsive recruitment, selection and on boarding activities to meet the needs of the business and ensuring compliance with industrial legislation.
- Support the implementation and management of performance management system and procedures ensuring timely completion and analysis/recognition of potential problems.

2.2.3 Enhance People Leader Capability

- Provides HR statistical data for the National HR Manager and Chief People Officer, as and when required for reporting purposes.
- Provide support to the development of Performance Management Frameworks and other people related initiatives.
- In conjunction with Learning & Development Business Partner, identify and develop training & development initiatives, tools and artefacts that address skill gaps and support continuous learning principles.
- Coach Managers and staff on how to communicate effectively and have concerns/performance issues raised and resolved.
- Coach and build the capability of managers to anticipate and pre-empt people related organisational issues and associated risks.
- Provide coaching, training and appropriate tools to support managers' in complying with HR policies, best HR practices, and regulatory and legislative requirements.

2.2.4 Other

- Ensure a high level of confidentiality and discretion is exercised at all times.
- Deliver exceptional customer service with a strong focus on customer satisfaction, meeting timeframes, accuracy and responsiveness to HR related questions and queries.
- Management of the HR inbox system as part of an agreed schedule.
- Facilitates and participate in end to end recruitment activities such as, listing of positions, generating contracts, liaising with candidates and tracking onboarding documentation etc. (Where applicable).
- Promote Workways values and seek opportunities to integrate the values into HR related documentation, policies and procedures etc.
- Capably perform any other duties the employer may assign based on skills, training and experience.

2.3 Compliance

- Maintain the Privacy Principles (Privacy Act 2015)
- Maintain Confidentiality Agreements.
- Act in accordance with Employment Services – Code of Practice and Service Guarantees.
- Maintain current knowledge of current contracts' obligations.
- Comply with Workways policies and procedures and Code of Conduct.
- Comply with Workplace Health & Safety and Anti-Discrimination Legislation.
- Fair Work Act (2009)

3. Key Relationships

3.1 National Manager Human Resources

3.2 Workways managers and staff



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- Chief Executive Officer
- Chief People Officer
- Senior Leadership Team
- Frontline Managers
- Workways Employees

3.3 External stakeholders

- CoAct
- National Employment Services Association (NESA)
- Workways' customers

4. Key competencies

- Leadership
- Coaching and Mentoring
- Communication Skills (verbal and written)
- Problem Solving and Analytical
- Planning and Organising
- Attention to Detail
- Results Focused
- Customer Service

5. Performance Indicators

- Performance in HR audits.
- Feedback from key stakeholders.
- Responsiveness and timeliness of issue resolution.
- Currency and accuracy of advice.
- Knowledge of Integrated Risk Management policy, procedure and the Integrated Risk Management Framework.
- Undertake Risk Management & WHS education.

6. Key Selection Criteria

6.1 Operational Experience

- Previous experience in a similar role, providing technical and tactical advice to managers.
- Previous experience implementing HR strategies, initiatives and programs.
- Experience managing complex HR related problems.

6.2 Knowledge and Skills

- Ability to display business acumen and connect business challenges to HR activities.
- Demonstrated knowledge of HIRS systems and applications.
- Demonstrated computer literacy skills and knowledge including Microsoft Office 365.
- Experience using Microsoft Teams, Zoom meetings etc.
- Previous experience providing guidance and expert advice to employees and leaders – in particular HR/IR legislation, policy and WHS.
- Excellent negotiation, influencing, persuasion and problem-solving skills with the ability to effectively challenge people, situations and current thinking.
- Excellent verbal and written communication skills.
- Extensive understanding of end-to-end core HR processes and internal control requirements.
- Demonstrated understanding of WHS & Risk Management processes and systems, and their relationship to business/site objectives.

6.3 Personal Attributes

- Committed to work in alignment with Workways values.



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- Flexible and self-directed with the energy and drive to ensure goals are achieved.
- Creative, resourceful and pragmatic with a positive solution-focused attitude.

7. Position Requirements

7.1 Essential

- Criminal History check
- Working with Children Check
- The Right to Work in Australia
- Current valid Driving Licence
- Work a flexible schedule and be available to travel and overnight staffs when occasionally required.
- Minimum 5 years' experience.

7.2 Qualifications (essential)

- Tertiary qualification in Human Resource Management or related areas and/ or equivalent relevant industry experience.

8. Physical Requirements

- Computer based tasks (continuous)
- Standing (intermittent)
- Sitting (continuous)
- Walking (occasional)
- Light Lifting/carrying (intermittent)
- Driving (occasional)

Key:

Intermittent: Activity may be required very infrequently

Occasional: Activity required occasionally, not necessarily every day

Frequent: Activity required most days, up to 50% of the time

Continuous: Activity that exists for the majority of each day and move involve repetitive movement for prolonged periods.

I have read and understand what is required of me to be successful in the role.

Employee Name		Signed on behalf of Workways (insert name)	
Signature		Signature	
Date		Date	