



<b>Position description</b> <b>People and Culture Business Partner</b>			
<b>Position details:</b>			
<b>Position title:</b>	People and Culture Business Partner	<b>Reports to:</b>	Senior People and Culture Business Partner
<b>Department/Division:</b>	People and Culture	<b>Direct reports:</b>	Nil
<b>Position outline:</b>			
<p>The People and Culture Business Partner (PCBP) provides a range of human resources services and strategies. They are responsible for operational outcomes which promote the effective and efficient use of human resources which lead to achieving strategic business outcomes.</p> <p>The PCBP works closely with the Senior People and Culture Business Partner, the Executive Manager Development, People and Culture and other stakeholders to provide guidance, advice and support on industrial and employee relations, recruitment and onboarding, employee retention, improving employee experience and engagement, career development and workforce / succession planning.</p>			
<b>Key responsibilities:</b>			
<p><b>Employee and Industrial Relations</b></p> <ul style="list-style-type: none"> <li>• Case management of multiple ER / IR matters at various stages that range at various levels of complexity including preparation of all correspondence and outcomes letters.</li> <li>• Coach managers on methods to assist with the resolution of sensitive employee issues such as performance matters, disciplinary issues, grievance / conflict resolution and performance appraisal meetings, discussing risks and approach to managing.</li> <li>• Keep records and write reports associated with case management and prepare complex case-based correspondence for the consideration and action of management after consultation with the relevant managers / management.</li> <li>• In collaboration with the Senior PC Business Partner, support matters representing Goodwin in discussions that involve third parties such as Fair Work, Union Representatives, Human Rights or any other relevant party.</li> <li>• Other Employee and Industrial Relations responsibilities as assigned in line with the level of this position.</li> </ul> <p><b>Business Partnering</b></p> <ul style="list-style-type: none"> <li>• Provide sound and timely HR advice to employees and managers on a full range of HR matters, including (but not limited to) HR policies, procedures and processes, recruitment and retention, workplace behaviours, employee relations, reward and recognition, learning and development.</li> <li>• Recommend strategies for employee development, retention and capacity development.</li> <li>• Provide appropriate and effective advice and coaching to employees and managers as needed. Advise and coach managers to create and sustain a high-performance workforce.</li> <li>• Ensure effective implementation of HR best practice strategies and programs as directed to address employee relations challenges, including productivity, efficiency, absenteeism, leave management, workforce capability, performance development, employee reward and recognition and recruitment and retention.</li> <li>• Coach managers on addressing capability and skills gaps, workplace behaviours, performance matters and WHS issues and coordinate sound advice to address issues proactively.</li> <li>• Identify opportunities to further improve the capacity to attract and retain employees.</li> <li>• Other Business Partnering responsibilities as assigned in line with the level of this position.</li> </ul>			



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#### Recruitment and Onboarding

- Ensure recruitment, selection, and engagement policies, procedures, and processes are implemented effectively and efficiently to support the timely replacement of employees.
- Manage the end-to-end recruitment and onboarding of new employees in accordance with recruitment policies and practices to support the timely replacement of employees.
- Maintain all pre-employment requirements and payroll documentation for all newly onboarded employees, ensuring the accuracy of all data entry.
- Prepare and process new employee files, including data entry in systems, registers and payroll in line with policies and procedures.
- In collaboration with managers, provide solid advice in relation to talent management strategies and succession planning, identifying risks and capability gaps.
- Review and maintain recruitment, selection, and engagement policies, procedures, and processes to effectively and efficiently support the timely replacement of employees.
- Other Recruitment and Onboarding responsibilities as assigned in line with the level of this position.

#### HR Generalist Tasks and Teamwork

- Ensure human resource services are delivered in a high customer service culture.
- Work with the Executive Management to build and implement human resources solutions in line with business strategy.
- Support the Executive and Managers with building a positive and supportive workplace.
- Co-manage the HR inbox with the PC Team and provide a professional service to all employees and managers, ensuring accurate and timely advice and support is given on employment related matters.
- Develop and maintain a range of HR documentation including letters of offer, contract variations, briefs, guides, policies, procedures, templates, reports, and other documentation, and ensure comprehensive archiving records are kept for the function.
- Coordinate change of employment condition and variations and employment cessations in liaison with Managers.
- Work collaboratively with the HR team on diverse human resource management projects and related activities, including managing and contributing to the development, implementation and evaluation of a range of best practice human resources projects and programs utilising project management and evaluation methodology.
- Contribute to HRIS improvement initiatives to improve efficiency while maintaining data integrity for legislative compliance.
- Prepare a range of strategic HR documents including reports, discussion papers, business cases, reviews and recommendation papers for both internal and external audiences.
- Maintain/develop relationships to promote the organisation as an Employer of Choice.
- Other HR Generalist Tasks responsibilities as assigned in line with the level of this position.

#### HR Policy, Compliance and Processes

- Advise of legislative changes that may impact on organisational knowledge or practice.
- Research, analyse and ensure human resources management policies and procedures satisfy legislative requirements, accreditation requirements and organisational need.
- Ensure Goodwin's workplace conditions satisfy legislative requirements.
- Ensure P&C operational documents are compliant with relevant legislation, awards and enterprise agreement as required.
- Liaise with Payroll to ensure compliance with legislation, industrial agreements and organisation policies and procedures.



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- Maintain HR / Payroll data entry, audits and processes to ensure the integrity of payroll system and to minimise errors.
- Contribute to the development of best practice policy and procedures.
- Regularly undertake compliance audits to ensure Goodwin complies with the Quality Aged Care Standards and accreditation.
- Accurately maintain and undertake regular audits in the electronic employee file system, including employment documentation and payroll details.
- Other HR Policy, Compliance and Process Tasks responsibilities as assigned in line with the level of this position.
- Other duties and accountabilities as required.

#### General:

- Compliance with organisational policies and procedures, legislation, Work Health and Safety and diversity.
- Maintain the customer service culture, and present professionally to all people at all times.
- Maintain and promote Goodwin's reputation as a quality organisation.
- Communicates and interacts with all consumers in a dignified and respectful manner.
- Commitment to quality systems and continuous improvement.

#### Selection criteria:

##### Essential requirements:

- 5+ years of experience in human resources, coupled with a relevant tertiary qualification.
- Successful experience as an HR leader in a medium to large company (750+ employees).
- Demonstrated experience in the various HR functional areas, especially employee relations, case management and employee onboarding.
- A deep knowledge of HR practices, including employment laws and regulations.

##### Essential skills:

- Solid experience in managing employee relations and industrial matters.
- Strong end-to-end recruitment and onboarding of multiple positions within a large organisation.
- Demonstrated credibility and integrity in communications to ensure information flows upward and downward.
- High integrity to safeguard compliance standards and company values.
- High level negotiation and administrative skills.
- High level skills in IT skills in Microsoft Office environment including numerical ability and data entry skills.
- Demonstrated high standard of organisation, time management and multi skilling experience.
- Demonstrated analytical thinking, problem solving, researching and decision-making skills with success in developing innovative solutions to HR issues.
- High level skills and experience in delivering high level customer service.
- Outstanding interpersonal and communication skills, both verbal and written.
- Ability to stylistically adapt communication based on the audience.
- A commitment to implementing continuous improvement programs.

##### Desirable skills:

- Qualifications in Work Health and Safety
- Experience in using PayGlobal (highly desirable)
- Experience in using ELMO (all modules) (highly desirable)
- Knowledge in employment law



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<b>Personal attributes:</b> <ul style="list-style-type: none"> <li>• High ethical standard, is trustworthy and confidential.</li> <li>• Works well individually and as a team member.</li> <li>• Shows respect for cultural diversity in all communications and interactions with co-workers and consumers.</li> <li>• Adapts to changing environments and demands.</li> <li>• Enthusiastic, energetic, projects a positive image.</li> <li>• Good attention to detail, efficiency and effectiveness.</li> </ul>			
<b>Work health and safety:</b> <ul style="list-style-type: none"> <li>• Take reasonable care for your own health and safety and the health and safety of others.</li> <li>• Comply with any reasonable instruction by Goodwin.</li> <li>• Observe and comply with the work health &amp; safety policies and procedures of Goodwin.</li> <li>• Report any identified hazards, incidents including near misses or injuries which arise in the course of your work, using Goodwin's reporting systems.</li> <li>• Undertake WHS training where required, in order to perform duties.</li> <li>• Participate and contribute to work health &amp; safety practices to ensure a safe work environment.</li> </ul>			
<b>Position approval:</b>			
This position is approved under a Common Law Contract at a negotiated salary package.			
<b>Authorisation:</b>			
This position description has been authorised as part of Goodwin's document management process. It comes into effect on the date indicated next to the signature.			
<b>Signature:</b>		<b>Date:</b>	
<b>Position:</b>			
<b>PD Version:</b>	3		