

Position Description

People and Culture Advisor

Position Title:	People and Culture Advisor
Business Unit:	People and Culture
Location:	Head Office (Tamworth) or Hunter (Mayfield)
Reports To:	Executive Leader People and Culture
Direct Reports:	Nil
Parameters:	Salary, Permanent, Full Time 38 hours/week
Date Prepared:	1 September 2020
Approved By:	Executive Leader People and Culture

Joblink Plus is a for purpose, not for profit organisation providing employment services and vocational training. Joblink Plus works directly with communities leading to employment opportunities with sustainable outcomes.

Our purpose is to believe in and support all people, connecting them to the dignity and fulfilment made possible through education and meaningful work.

Our principles help define the behaviours that characterise us, and include Connection, Support, Commitment, Knowledge, Belonging and Unity.

There is expectation that all those who engage with us will embrace our purpose and principles in their respective roles.

Purpose of the Position:

To provide timely and accurate operational support and advice in all areas to managers and employees across all areas of the People and Culture agenda including employee relations, performance management, recruitment and selection, coaching and mentoring, learning and development, workplace health and safety and other related activities.

Position Responsibilities and Duties:

1. To effectively support the People and Culture function in all areas of compliance.
2. Respond to internal and external generalist Human Resource enquiries.
3. Undertake administrative duties and follow through of Human Resources related activities to ensure all necessary departments and roles are consulted and communicated
4. Support and assist in staff recruitment, selection and retention as required.
5. Participate in organisational reviews including position development, analysis and work-force planning activities.
6. Monitor and review professional development activities, resources, programs and content.
7. Provide assistance with staff performance management and improvement including guidance, tracking and follow-up.
8. Administer and monitor Joblink Plus internal traineeships and apprenticeships.
9. Undertake and complete Human Resources, remuneration and operational projects and research as directed.
10. Participate in policy and procedure review and development.
11. Develop and maintain HRIS with all people related requirements.

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12. Keep abreast of all relevant Human Resource information including award, policy, procedure, National Employment Standards and other relevant legislation.
13. Ensure organisational compliance with relevant legislation including WHS.
14. Perform timely and accurate reports as required.

General Responsibilities:

1. Demonstrate the Joblink Plus Purpose and Principles.
2. Conduct duties in accordance with Joblink Plus policies, procedures and guidelines.
3. Shared commitment to a positive pursuit of safety; driven by active involvement in identifying hazards and controlling risks, following WHS policies and procedures
4. Promote and implement the principles of personal accountability with relation to discrimination and harassment in the workplace, accepting responsibility and answering for the outcomes of your choices, behaviours and actions.
5. Demonstrate empathy and adequate cultural competence when dealing with people from diverse and disadvantaged backgrounds.
6. Minimise the company's exposure to risk.
7. Maintain confidentiality in all Joblink Plus operations.
8. Develop and maintain solid working relationships with your Manager, team and stakeholders.
9. Conduct all relevant administrative functions in a timely and accurate manner.
10. Perform other duties as directed (within the skill range of the employee).

Organisational Environment

With over 300 staff across 80 sites in NSW, it is essential that the applicant in this role can work effectively remotely, using a variety of platforms. You will also be part of a geographically dispersed People and Culture team. Effective communication and consultation with team members will be essential.

Essential Competencies, Qualifications and Experience

Skills & Knowledge	Written communication including policy, procedure & business cases development, able to form sensitive communication High level verbal communication, consultation, negotiation, mediation & conflict resolution, able to build rapport and sustain working relationships with staff at all levels and from a range of cultural and linguistic backgrounds Leadership, able to coach & mentor others Award and industrial agreement interpretation & application Superior ethical standards, discretion & application of confidentiality & privacy principles Time management, able to multitask and meet strict deadlines Research, business analysis, strategy development & solution implementation Problem solving & logical thinking Sound judgement, confident & informed decision making Data entry, excellent attention to detail and accuracy
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	Administration, reporting, computer applications, MS Office
Experience	Minimum of three (3) years practical experience in Human Resources, Learning & Development and/or Payroll Project management Working towards KPIs and/or targets
Qualifications	Tertiary qualifications in Human Resource Management Current C class drivers' licence Satisfactory Australian Criminal History Check Current and valid NSW Working with Children Check
Personal Qualities & Behavioural Traits	Ability to collaborate with others; understands the behaviour, needs and concerns of others and uses this to work effectively with people across boundaries Builds collaborative relationships with internal and external clients and stakeholders Excellent communication skills; listens to others and conveys information clearly, accurately, logically and concisely To be reliable and have a commitment to fulfil the position Ability to establish and maintain appropriate personal and professional boundaries Perseveres when faced with resistance; overcomes obstacles and maintains a positive attitude and stable performance under pressure

Desirable Competencies, Qualifications and Experience

Skills and Knowledge	Comprehensive understanding of all relevant IR, WHS, Workers Compensation legislative requirements.
Experience	Recruitment, WHS, Professional Development or other Human Resource related position. Employment Services industry experience Computerised HRIS and payroll software packages such as Micropay or ConnX
Qualifications	Return to Work certification
Personal Qualities & Behavioural Traits	

Other Matters

- The Position Description is not intended to be all inclusive. All employees are expected to undertake other tasks and perform other accountabilities and responsibilities reasonably required to meet the demands of the role and the purpose of the position.
- As a member of the Joblink Plus team, all employees may be required to perform other duties within their capabilities from time to time to meet the needs of Joblink Plus.
- The successful applicant must have the ability to travel as required to meet the demands of the role.

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Organisational Structure



Acknowledgement:

I have reviewed and understand the content of the position description and believe it to be accurate of what I am employed to do.

I understand that Joblink Plus retains the right to change the position description as deemed necessary.

I will follow and adhere to my position description and the requirements of my position to the best of my ability.

I acknowledge that I have read and discussed this position description and understand my duties and responsibilities.

Name

Signature

Date