

POSITION TITLE:	DIRECTORATE:	DATE:
People & Culture Business Partner	Corporate Strategy & Performance	November 2024
REPORTS TO:	SERVICE UNIT:	LEVEL:
Coordinator People & Culture	People & Culture	7
POSITION NUMBER:	SUB UNIT:	ROLE FOCUS:
3100 + 3715	People & Culture Operations	Advice
ROLE BALANCE:	JOB FAMILY:	ANZSCO CODE:
(People/Scheduling/Technical) 10/10/80		

ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

DIRECTORATE CONTEXT

The **Corporate Strategy & Performance Directorate** addresses the full range of functions dealing with 'running the organisation'. This includes a coordinated approach to corporate planning, monitoring and reporting, whilst ensuring business processes and systems are effectively supported, reviewed and enhanced, and will facilitate continuous improvement, maintain high corporate standards and deliver long term financial sustainability.

POSITION CONTEXT

Under broad supervision of the Coordinator People and Culture, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, guided by established policies, procedures and methods as well as the application of professional standards, education and training to meet current and anticipated changing organisational needs.

The role communicates with a range of customers and stakeholders including government departments and agencies; other local governments; and City Leaders and employees.

A challenging aspect of the role is establishing trusted relationships with leaders and employees across Directorates in the face of competing business priorities and organisational change. Incumbents require technical expertise in supporting the full employee lifecycle, combined with diverse human resource advisory skills to support business outcomes within a particular Directorate.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As

such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

FUNCTIONAL ACCOUNTABILITY

Provide business focused, operational human resource advisory and people management support services to Directorates to facilitate service delivery and assist decision making that is aligned to organisational objectives.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

KEY ACCOUNTABILITIES

KEY RESULTS AREAS

Collaboration & Teamwork

OUTCOMES

- Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.
- Thinks critically and actively collaborates with colleagues and Leaders.
- Partner and engage with leaders to educate, coach and enable the effective and proactive management of employees in accordance with policies, procedures, agreements, legislation and practice.
- Contributes to the development of business improvement initiatives.

Engage Customers & Stakeholders

- Engages with customers and stakeholders, enabling the consistent application of City policies, procedures and processes.
- Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.
- Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.
- Builds and maintains collaborative relationships with customers and stakeholders, building people management capability, facilitating human resource and employee relations services and to inform decision-making.
- Promotes health and wellbeing initiatives throughout the City providing guidance as required to all employees.

Efficient & Effective Delivery

- Provides timely advice, guidance and support to Leaders on operational human resource and employee relations matters, in accordance with relevant legislation, policies and procedure, ensuring alignment to organisational objectives.
- Updates policy and procedures in line with change to legislation as well as other legal requirements regarding people management.
- Specialist services and advice to management and employees on a range of complex human resource management matters including acquisition and retention, workforce planning, change management

and capability, culture, industrial relations to Service Units across organisation.

- Working in collaboration with subject matter experts within the People & Culture team, manage the implementation, monitoring and reporting of People and Culture programs including performance management, leadership development, learning and development, recruitment and related programs to ensure optimal service delivery.
- Undertakes or supports internal or external investigations on grievances, complaints and allegations of misconduct in accordance with relevant legislation, and the City's policies and procedures.
- Prepares reports in functional area or activity tailored to the needs of the audience.
- Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.
- Proposes innovation and business improvement initiatives within area of accountability / activity.

Systems & Processes

- Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.
- Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.
- Conducts position description evaluations, bench marking of roles and responsibilities.
- Contributes to the development of processes that support the work of the Service Unit.
- Complete relevant governance checks such as secondary employment and liaise with relevant departments to define outcome, in line with the requirements of the City.
- Other duties, as required in line with the skills, competency, training and experience for the task.

Resources, Governance, Compliance & Risk

- Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.
- Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct.
- Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation.
- Takes reasonable care of own health and safety.
- Takes reasonable care acts or omissions do not adversely affect the health and safety of other persons.
- Comply with any reasonable instruction given to meet work health and safety legislation obligations.
- Comply with any reasonable protocol or procedure relating to workplace health and safety.

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:

- Qualification in relevant discipline such as Human Resources is required, or significant progression towards completion.
- Relevant experience in a similar role and/or application of Human Resource Management practices is required.
- Intermediate experience in the efficient utilisation of information systems and technology.
- Current National Police Certificate.
- Mercer accredited desirable.

Skills and Knowledge:

- Intermediate computing, numeracy and literacy skills.
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Advanced customer service skills.
- Advanced communication and problem-solving skills.
- Advanced research and analysis skills.
- Intermediate negotiation and influencing skills.
- Knowledge of relevant human resource legislation and regulatory requirements.
- High level mindful confidentiality skills and comprehensive legislative record keeping in pertaining matters.
- Knowledge of the practical application of work, health and safety measures in the workplace, including risk assessment and control implementation.

Key Stakeholder Relationships:

- Support the Manager People & Culture, Coordinator People and Culture Operations and Senior People and Culture Business Partner to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

Role Authorities:

- Assignment of day-to-day tasks within limits agreed by the Senior People & Culture Business Partner.
- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

Leader: Vacant, Coordinator People & Culture Operations

Date: 20 November 2024

Signature:

Next Up Leader: Katherine Harrison, Manager People & Culture

Date: 20 November 2024

Signature: