Position description

Title	**People & Capability Partner**
Reports to	General Manager - People & Capability
Classification & Salary	Remuneration based on experience (plus super and salary packaging)
Employment Status	Full-Time, Ongoing
Primary Location	Latrobe Street, Melbourne
Date	October 2021

Good Shepherd Australia New Zealand (GSANZ)

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

An integral member of the People and Capability team, adopting a professional, informed and principles-based approach you will be responsible for:

- Consulting with leaders and providing effective HR advice and quality services in relation to workforce planning, employee lifecycle, employee relations, performance management, remuneration, conflict resolution and emerging HR areas.
- Working closely with P&C Manager and GM P&C to develop and implement best practice people support programs.
- Providing advice, coaching, feedback and support to leaders in order to effectively manage the performance and development needs of their teams and ensure a culture reflective of GSANZ's values.
- Working closely with leaders and employees to drive talent acquisition and to improve work relationships, build morale and increase productivity and retention.
- Partnering with and supporting leaders and employees in the interpretation and adherence to the GSANZ Enterprise Agreement and/or other appropriate industrial instruments.
- Contributing to the development and review of HR strategies, policies and procedures.
- Ensuring the quality and compliance of HR documentation; supporting in the delivery of engagement surveys and pulse checks and other surveys as considered appropriate; analysing workforce trends and metrics; and providing relevant constructive advice and business strategies.
- Assisting the GM P&C to identify, establish, improve and maintain better practice processes that ensure the organisations ongoing success

Responsibilities

Strategy

- Support the People and Capability team to deliver against agreed goals, strategies and outcomes consistent with mission and overall strategic plan
- Support the development and implementation of the People and Capability business plan
- Identify opportunities for innovation and optimisation of People and Capability activities
- Manage various People and Capability projects
- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Engaged member of a high-performance team that demonstrates the capabilities outlined in GSANZ capability framework
- Coach managers to support their team members for development in current role and career development planning for future roles
- Ensure effective and timely communication across the team and organisation
- Supports the team's wellbeing and recognition
- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Develop and maintain a sound understanding of internal clients' needs
- Ensure quality outcomes for internal and external clients is at the forefront of all People and Culture activities
- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Ensure all People and Capability activities meet legal and other compliance requirements
- Ensure all People and Capability services are delivered to meet client expectations
- Support the General Manager People and Capability to provide strategic advice to the Senior Leadership team
- Proactively work to identify and mitigate people and operational risks
- Optimise externally provided services
- Other duties as reasonably required

Stakeholders

- Develop constructive, collaborative relationships with other GSANZ teams and departments
- Manage and maintain effective relationships with external service providers
- Manage relationship with Australian Services Union as required

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Leadership Capabilities

- Interface management – manage relationships between team members and from the team itself to other teams or key stakeholders
- Active Listening- concentrate on, understand and appropriately respond, to what is being said
- Communication – effectively adapt communication modes and styles to different audiences and mediums
- Team Relationships – recognise, value and optimise the individual skills and abilities of each team member
- Problem Solving and counselling – work with others effectively to solve problems and develop capability
- Participative decision making – maintain people at the centre of decision making and involve others for ownership and commitment
- Team development – contribute to development of strategies to address gaps and optimise team function
- Delegation – execute the accountabilities of the role in line in line with agreed delegations
- Objective setting – work with the GM P&C to identify and set individual goals consistent with strategic and operational plan
- Quality Standards – commitment to quality standards, processes and continuous improvement
- Work allocation – delivers tasks and accountability to balance and optimise team outcomes

Qualifications, Experience and Mandatory Requirements

- Appropriate tertiary qualifications in Business, Human Resources or a related discipline
- Experience in a generalist Business Partnering role
- A satisfactory Police Check
- A current Employee Working with Children's Check (WWCC)

Key Selection Criteria

1. Relevant tertiary qualifications (Bachelor's degree) in a human resources management related discipline, including human resources, behavioural psychology, business, social science or organisation development
2. Solid generalist human resources experience in a similar position
3. Previous human services related experience in not-for-profit and/or nongovernment (NGO) organisations (preferred)
4. Good experience resolving complex and diverse employee relations matters
5. Good knowledge of workplace and employment related legislation and regulation, policy and practice
6. Good knowledge of leading practice human resource practices e.g. Rainbow Tick Accreditation
7. Proven high level of analysis and complex problem solving
8. Willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement
Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.