

POSITION DESCRIPTION

General Information:	
Position Title:	Senior People Partner (Employee Focus)
Incumbent:	
Function & Team/Program:	People Partnering (People & Culture)
Location(s):	Flexible/Hybrid; primary office Sydney, NSW (travel to sites as required)
Manager's Position Title:	Group Manager, People Partnering
Manager's Name:	
Date Prepared:	09 January 2026
Prepared By:	David Rae
Approved By:	David Rae

Primary Purpose of this Position (<i>In one sentence - why does the role exist?</i>)
<p>Provide senior HR partnering to leaders and managers, ensuring strategically planned, compliant and people-centred team member engagement that aligns workforce capability with organisational goals, balances business/people needs, and delivers a mutually beneficial experience for team members and managers.</p> <p>This role acts as a bridge between organisational strategy and frontline execution, driving the cultural shifts necessary to support long-term sustainability. Furthermore, it serves as a mentor and coach to the People Partnering team, fostering a high-performance culture within the People and Culture function itself</p>

Scope:	
Direct Reports to this Position	Indirect Reports
By Position Title	Total Number
<ul style="list-style-type: none"> 2 People Partners 1 People Partner Generalist 	<ul style="list-style-type: none"> Nil
Financial Dimensions controlled by this Position (<i>Include key financial metrics such as revenue growth, income & expense budget, etc</i>)	
Direct control	Indirect control
<ul style="list-style-type: none"> Nil 	<ul style="list-style-type: none"> Influence over HR project budgets and workforce planning

Other Dimensions of this Position
<p>e.g. Number of programs, site responsibility, geographic spread of team</p> <ul style="list-style-type: none"> Supports multiple programs and dispersed sites nationally; partners with senior leaders and activity hosts (program/project managers); collaborates with SMEs across Health, Safety & Wellbeing, Child Safeguarding, Legal and Cyber Security. Responsible for the consistent application of People & Cultural (P&) frameworks across Australian States and Territories. Manages a diverse workforce profile including full-time, part-time, casual, and a significant volunteer cohort.

- Manages high-sensitivity industrial relations cases that have the potential for significant reputational or financial impact

Setting Priorities (*how is work prioritised*)

How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Daily, weekly, yearly and aligned to organisational OKRs and program timelines.
How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	Weekly, monthly & yearly—sets priorities for People Partners and provides guidance during escalations and change initiatives

Key Relationships (*Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with*)

Internal	<ul style="list-style-type: none"> • People & Culture (People Partnering & Experience; Health, Safety & Wellbeing, Talent Acquisition), • Culture & Capability, People Services, Delivery Enablement & Optimisation • Senior Leaders, People Leaders, Volunteer Managers, Program/Project Managers, • Finance, Legal, D&T, Child Safeguarding.
External	<ul style="list-style-type: none"> • Regulators and peak bodies (e.g., Fair Work, WHS), • Union/employee representatives, • HR networks, consultants

Key Decision Making in this Role: (*What are the key decisions and recommendations made in this role?*)

- Decisions Expected
- Prioritisation and resource allocation for People Partnering activities across programs
 - Escalation handling for complex/high-risk employee matters within policy and legislative frameworks
 - Design and approval of people plans that align with organisational strategy and OKRs
 - **ER Case Resolution & Legal Strategy:** Determine the final course of action for high-sensitivity industrial relations cases, including when to proceed to formal mediation or settlement within delegated financial limits.
 - **Operational Priority Re-alignment:** Authority to pause or re-prioritize People & Culture projects across the national team in response to emerging organizational crises or shifts in federal funding (e.g., NDIS or grant-based changes).
 - **Team Performance & Structure:** Decide on the performance ratings, development pathways, and daily workflow distribution for the direct report People Partners and Generalists to ensure optimal service delivery to sites.
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- Recommendations Expected
- Strategic HR advice on change, workforce planning, organisational design and leadership development
 - Policy enhancements and risk mitigation strategies informed by market trends and IR legislation
 - Investment proposals for capability, engagement and wellbeing initiatives
 - **Workforce Sustainability Models:** Propose long-term staffing models that balance the use of permanent, casual, and volunteer labor to ensure program continuity during fluctuating funding cycles.
 - **Cultural & Inclusion Roadmaps:** Recommend specific interventions and budget allocations for trauma-informed practice and Reconciliation Action Plan (RAP) initiatives within the workforce.

- **Systemic Risk Mitigation:** Propose updates to the Organizational Risk Register concerning human capital, specifically focusing on "Psychosocial Safety" and compliance with emerging "Right to Disconnect" or "Closing Loopholes" legislation.

Every Team Member at The Smith Family:

- Is expected to uphold The Smith Family Values and Culture;
- Understands and complies with the Child Protection Framework;
- Takes reasonable care for the health and safety of themselves and others;
- Understands and complies with the Workplace, Health and Safety Systems;
- Reports hazards and incidents and participates in risk management as required.

Key Responsibilities / Accountabilities:		
Major Area:	Strategic Partnering & People Strategy	% of Job Total: 30%
<ul style="list-style-type: none"> • Develop and implement people strategies aligned with organisational goals and OKRs • Proactively translate organizational OKRs into actionable program-level people plans that address local nuances while maintaining national consistency. This includes identifying future talent gaps and designing proactive retention strategies • Partner with senior leaders and people managers to plan employee engagement across programs • Lead workforce planning including FTE mix, capability and succession 		
Major Area:	Employee Relations, Compliance & Risk	% of Job Total: 30%
<ul style="list-style-type: none"> • Provide specialised advice on complex employee matters, grievances, conduct, performance and critical issues • Ensure compliance with Fair Work Act, SCHADS Award, WHS and child safeguarding obligations • Collaborate with SMEs (HSW, Child Safeguarding, Legal, Cyber) to mitigate people risks • Act as the primary point of truth for complex industrial relations interpretations, ensuring all interventions minimise legal exposure. Work closely with legal counsel to navigate emerging legislative changes in the NFP and community services sector 		
Major Area:	Change Management & Leadership Development	% of Job Total: 20%
<ul style="list-style-type: none"> • Support organisational change initiatives (structure, culture, process) with HR frameworks • Coach senior leaders and People Partners to embed effective people management practices • Support and coach leaders in complex HR matters to develop their capability • In collaboration with Learning and Development Team design and facilitate leadership workshops that equip managers with the 'soft skills' required to lead through ambiguity and change. Provide one-on-one coaching to mid-level leaders to improve team engagement scores. 		
Major Area:	Governance, Reporting & Stakeholder Alignment	% of Job Total: 20%
<ul style="list-style-type: none"> • Monitor workforce metrics; provide insights and recommendations to inform decision-making • Drive alignment across People & Culture domains through collaboration and communication • Prioritise and oversee work plans for direct report People Partners • Review existing, and where required develop new HR policy • Synthesise complex people data into Departments and Teams' level that highlight trends and provide a roadmap for continuous improvement. • Lead the annual review of HR policies to ensure they remain 'best practice'. 		

Key Challenges in Achieving Goal(s): (What are the key challenges faced by this role in meeting goals/objectives)
<ul style="list-style-type: none"> • Balancing strategic priorities with operational demands in a dispersed, community-based workforce • Navigating funding cycles and resource constraints while maintaining workforce capability

- Driving engagement, wellbeing and inclusion during periods of change
- Ensuring consistent policy application across diverse programs and sites

Qualifications, Experience and Competencies: (What background, knowledge, experience or competencies are required to perform the role at the expected level?)

Education / Qualifications / Memberships:	Essential	Desirable
Experience:	<p style="text-align: center;">Essential</p> <ul style="list-style-type: none"> • Degree in Human Resources, Business or related discipline • Extensive senior HR partnering experience, including ER/IR and change leadership in complex organisations • Strong knowledge of employment law, SCHADS Award, WHS and safeguarding frameworks - Deep technical ability to interpret the SCHADS Award and National Employment Standards (NES). • Proven track record in managing Fair Work Commission matters and enterprise bargaining 	<p style="text-align: center;">Desirable</p> <ul style="list-style-type: none"> • Postgraduate HR qualifications; AHRI membership/accreditation • Experience in social/community services or NFP sector; workforce planning for grant-funded programs • Exposure to HR analytics tools and continuous improvement methodologies
Competencies:	<p style="text-align: center;">Essential</p> <ul style="list-style-type: none"> • Strategic thinking, stakeholder influence, coaching, problem-solving, data-driven decision-making • Commitment to equity, diversity and inclusion; cultural awareness and trauma-informed practice • Exceptional emotional intelligence with a proven ability to influence "up" to Director and CEO level. • The ability to analysing turnover trends and tenure data, and other HR metrics to forecast future gaps in program delivery and recommending proactive recruitment or retention strategies. • Experience in leading teams through "Change Fatigue," with an ability to apply structured methodologies (like Prosci) to ensure new HR systems or restructures are embedded socially, not just technically. • Demonstrated competency in coaching senior managers to handle their own first-level ER issues, effectively building the organisation's overall leadership maturity. 	<p style="text-align: center;">Desirable</p> <ul style="list-style-type: none"> • Project management certification; change management accreditation (e.g., Prosci) • Experience representing organisation in sector forums and networks