



## POSITION DESCRIPTION

### Human Resources Business Partner

<b>Location:</b>	Canberra
<b>Department</b>	People and Culture
<b>Reports to:</b>	Manager People and Culture
<b>Direct reports:</b>	2
<b>Classification:</b>	Level 7

### Organisation

The St Vincent de Paul Society Canberra/Goulburn (the Society) has been serving the local community since 1924. We are a charity-based, not-for-profit organisation offering a 'hand up' to people in need, regardless of their creed, ethnic or social background, health, gender, or political opinion. We achieve this by respecting people's dignity, sharing our hope, and encouraging people to take control of their own destiny. We work to shape a more just and compassionate society.

Our commitment and delivery of our services to the community is through our people - members, volunteers, and employees. They work together daily and provide a hand up to people across the ACT and its surrounding areas, from Lake Cargelligo in the west, across the Snowy Mountains to Tumut, down to Eden, up to Batemans Bay and inland to Crookwell.

### Values

Our own actions and behaviors in performing our duties are guided by the Society's Code of Conduct and organisational values of *Courage, Respect, Compassion, Advocacy, Integrity, Empathy* and *Commitment*.

### Position Primary Purpose

The Human Resources Business Partner works as part of the People and Culture team and reports to the Manager, People and Culture. The role works closely with leaders and managers to understand business needs and deliver effective, responsive human resources services, providing expert advice and supporting people strategies, frameworks and initiatives that build workforce capability and strengthen performance in line with organisational priorities.

The position provides day-to-day leadership, supervision and development of the Human Resources & Payroll Administrators, maintaining oversight of the human resources and payroll functions to ensure accurate, timely and compliant service delivery. The role operates with a level of autonomy within an established framework, applying specialist knowledge across a broad range of human resources disciplines and contributing to the development, implementation and continuous improvement of people practices, policies and systems in line with organisational priorities.

***"I love the work that I do. It makes a difference in the lives of so many other people" – Employee***

## Key Accountabilities

Under broad direction, the Human Resources Business Partner is responsible for the following key accountabilities:

- Lead the effective delivery of human resources services to the internal client group, contributing to organisation-wide people outcomes.
- Provide expert advice and guidance to leaders and managers on human resources matters, including interpretation and application of policies, procedures, Enterprise Agreements, Awards and relevant legislation.
- Provide day-to-day leadership, supervision and development of the Human Resources & Payroll Administrators, including allocating and monitoring workloads and providing guidance on HR best practice, policies and procedures.
  - Oversee timely responses to employee queries and ensure consistent customer service.
  - Ensure effective administration of the HR, Careers and Payroll inboxes.
  - Coach, train and provide performance feedback to build capability and engagement.
- Provide payroll governance and oversight to ensure accurate, timely and compliant payroll outcomes, including by overseeing the team to:
  - Review and approve payroll inputs, variations and exceptions.
  - Resolve payroll issues and escalations in collaboration with payroll providers and internal stakeholders.
  - Ensure compliance with the Enterprise Agreement, legislative and organisational requirements.
- Oversee internal recruitment processes.
  - Position description design and development.
  - Review and approval of advertisements and contracts.
  - Provide advice on targeted recruitment campaigns and initiatives.
  - Support selection panels and provide selection advice.
  - Contribute to employer branding strategies.
- Support accurate record keeping, reporting and data management to meet audit, governance, quality control and accreditation requirements, including maintenance of employee records and audit trails.
- Prepare annual workforce reporting, including drafting the organisation's Workplace Gender Equality Agency (WGEA) submission, supported by accurate data analysis and reporting.
- Work closely with the management group to enable business outcomes.
- Coordinate and deliver manager capability initiatives, including targeted learning sessions and practical resources, to strengthen people management capability across the organisation.
- Support employee performance and development by identifying capability needs and contributing to relevant development plans and initiatives, including but not limited to:
  - Performance development review process.
  - Supervisor/manager capability development and succession planning practices.
- Support performance management processes.
  - Provide guidance on probation and development reviews.
  - Coach and support managers to undertake performance conversations and manage underperformance.
  - Support and facilitate mediation and complex case management where required.

- Run and contribute to employee relations matters, including grievance and conduct investigations, risk assessments, conflict resolution and reporting.
  - Coach and develop managers in best-practice case management.
- Liaise with WHS on return-to-work plans and workers compensation matters where required.
- Provide reporting and analysis on key HR metrics, supporting business cases and presenting recommendations to the Senior Management and/or Executive teams.
- Lead or contribute to HR projects, including continuous improvement of people processes, policies, systems and practices to meet current and emerging organisational needs.
- Actively embed safeguarding practices across all human resources functions in line with the National Catholic Safeguarding Standards.
- Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives.
- Adhere to the policies and procedures of the Society, including the organisation's Values and Code of Conduct.
- Perform other duties consistent with the position classification level, skills and organisational requirements.

## Performance Indicators

The Human Resources Business Partner's contribution to the Society will be measured by:

- Demonstrated overall commitment and contribution to the vision and strategic goals of the Society as outlined in its strategic and People and Culture operational plans.
  - Effective contribution to the delivery of efficient, responsive and high-quality People and Culture operations that support organisational priorities and the mission of the Society.
- Provision of (own and team) a high-quality level of customer service, ensuring access to accurate, timely and practical human resources and payroll information along with resources, advice and services supporting leaders and employees enabling them to perform their roles to the highest level.
- Effective leadership and supervision of direct reports, including the development of capability, performance and engagement.
- Accurate, compliant and well-governed HR and payroll outcomes, including maintenance of accurate records, data, reports and documentation that meet governance, audit, legislative and record keeping requirements.
- Accurate and timely preparation of workforce reporting and compliance submissions, including WGEA reporting, supported by reliable data analysis and reporting.
- Effective delivery of manager capability initiatives and practical learning resources that strengthen people management capability across the organisation.
- Provision of sound, timely and practical advice and support in employee relations and performance management matters, including case management conducted in line with legislative, policy and procedural requirements.
- Delivery of agreed HR projects, work plans and continuous improvement initiatives aligned to organisational objectives and the effective operation of People and Culture functions.
- Commitment to and role modelling of the organisational values of the Society, guided by and in accordance with the Code of Conduct and compliance with policies and procedures, legislative and industrial requirements.

- Build and maintain a positive, values-aligned, high-performing and collaborative team culture that promotes wellbeing, trust, clear communication, support, honest feedback and strong working relationships with employees, suppliers, members, volunteers and companions.
- Deliver against agreed work plans and priorities aligned to organisational objectives, developed with your manager, to support effective People and Culture operations and the Society's overall success.

## Capabilities, Knowledge and Experience

Applicants will be assessed against the following key criteria:

- A degree or relevant professional certification in Human Resources (or related) and substantial experience in a Human Resources role within a complex environment (typically 5+ years).
- Demonstrated experience leading and supervising staff within an HR/people function.
- Experience providing payroll oversight/governance to ensure accurate, timely and compliant payroll outcomes.
- Strong business partnering, influencing and negotiation skills, with the ability to coach and support leaders to achieve positive outcomes.
- Sound knowledge of the Australian industrial relations environment, including interpretation and application of Enterprise Agreements, Awards and relevant legislation.
- Demonstrated capability to manage employee relations matters, including providing advice, conducting investigations and supporting best-practice case management.
- Ability to plan, prioritise and monitor workflows (for self and others) and deliver outcomes within agreed timeframes.
- High level of proficiency in Microsoft Office and experience using HR information systems and payroll platforms.

## Essential requirements

- A degree or relevant professional certification in Human Resources (or related) and substantial experience in a Human Resources role within a complex environment (typically 5+ years).
- To be eligible for employment at the Society applicants:
  - a. must hold working rights in Australia.
  - b. offered employment will be required to undergo a police record check and to successfully obtain or hold a Working with Vulnerable People Card (WWVP). To undertake these checks individuals must be willing to disclose all relevant and required information.

## Work Environment Checklist – Human Resources Business Partner

The Society is committed to providing safe work environments for all workers, clients, and visitors. Risks to health and safety will be eliminated and controlled so far as reasonably practicable, and adequate training and PPE supplied for workers exposed to residual risks.

This purpose of this checklist, completed by the position’s supervisor, is to advise applicants of hazards inherently associated with the role. To protect workers and the Society, some positions may be subject to confidential pre-employment medical assessments to identify applicant’s suitability for the role and any required reasonable adjustments.

<b>Frequency Definitions</b>		2	Infrequent, up to 1/3 of the role
0	Not applicable to role	3	Frequent, up to 2/3 of the role
1	Rare, incidental to role	4	Constant, over 2/3 of the role

For each of the following hazards, indicate whether position duties are expected to result in exposure:

<b>Manual/Physical</b>	0	1	2	3	4		<b>Equipment Use</b>	0	1	2	3	4	
Prolonged sitting				x			Car/Truck		x				
Prolonged standing		x					Forklift	x					
Lifting from the ground	x						Pallet Jack	x					
Lifting above chest height	x						Computer/Keyboard						x
Lifting/carrying 15kg	x						Kitchen appliances	x					
Reaching/stretching arms			x				<b>Environmental</b>	0	1	2	3	4	
Repetitive arm/shoulder work			x				Low lighting		x				
Bending/leaning forward	x						Strong lighting	x					
Turning/twisting	x						Prolonged Noise		x				
Kneeling or squatting	x						Dusty environments		x				
Pushing/pulling	x						Vibration	x					
Fine motor skills/manipulation	x						Uncontrolled temperatures		x				
Use of ladders/stairs		x					Work outside – no shelter	x					
Trip hazards, uneven flooring	x						Work in client homes	x					
<b>Other</b>	0	1	2	3	4		<b>Chemical/Biohazard</b>	0	1	2	3	4	
Work in isolation			x				Infectious Waste	x					
Remote work		x				Flammable Substances	x						
Psychosocial demands			x			Fumes/aerosols	x						
Critical incident response	x					Hazardous substances	x						
<b>Additional Potential Hazards:</b>													
<b>Supervisor Name:</b> Trish Philpott								<b>Date:</b> 28 April 2026					