



Position Description

Position Title	P&C Business Partner Lead
Portfolio	People, Culture and Engagement
Area	HR Business Partnering
Reports To	Head of People Care and Operations

Organisation Purpose

Our vision at the Brotherhood of St. Laurence (BSL) is an Australia free of poverty. Our purpose is to advance a fairer Australia through our leadership on policy reform, our partnerships with communities, and the quality of our services.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, industry and communities to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our services that support financial wellbeing. We research the causes and effects of poverty and connect research, practice and policy to advocate national, state and local policy responses to poverty.

BSL values diversity and inclusion with regard to our staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all people to be supported, respected, safe and empowered.

Portfolio Purpose

People Care and Operations (PC&O) partners with the people of BSL to create an Australia free of poverty. We provide insight and build capability of our leaders, staff and the organisation generally to lead, manage, and develop our people and keep them healthy and safe.

We are embarking on a transformational journey reviewing current people practices, processes and systems to create a service environment that supports the delivery of inclusive, agile, responsive and robust services that will enhance the employee experience.

Position Purpose

Lead and develop a high-performing People & Culture (P&C) Business Partnering function, delivering strategic, proactive and operational HR support. This role drives capability uplift across leaders, ensures effective governance and compliance, and enhances employee experience through streamlined, insight-led and technology-enabled HR services.

Key Responsibilities

1. Leadership & Capability Development

- Set direction for the Business Partnering function to deliver high-quality, consistent P&C support
- Lead, coach and develop a team of P&C Business Partners, Advisors and Coordinators
- Build and embed team capability across business partnering, strategic advisory and risk management
- Empower team members to operate as trusted advisors for own portfolios
- Set clear expectations, manage performance, and foster a continuous improvement culture within the team

2. Strategic Business Partnering

- Partner with senior people leaders to shape and influence strategic, tactical and operational P&C outcomes aligned to business priorities
- Ensure P&C Business Partners are well equipped to support leaders with managing low-risk ER matters
- Ensure timely referral of high risk or complex people matters by the Business Partnering team to the Employee Relations Case Manager
- Drive proactive insights and recommendations based on people data, trends and emerging risks
- Support a small portfolio modelling best practice business partnering
- Embed psychosocial risk considerations into business partnering advice, supporting leaders to identify, manage and respond to people-related risks in partnership with the Health, Safety and Wellbeing team where required

3. Service Delivery

- Own and oversee the end-to-end P&C service delivery model, including Business Partnering and HR Service Desk interfaces
- Drive efficient and user-friendly P&C services across the employee lifecycle
- Develop and maintain knowledge management frameworks, such as relevant intranet content and staff FAQs
- Identify high-volume query themes and implement solutions such as FAQs, knowledge articles, and training to reduce demand

4. Governance and Compliance

- Identify systematic service issues and lead implementation of solutions to improve efficiency and experience
- Own and oversee employee compliance framework, including driving automation and efficient improvements, such as for employment contracts, records and onboarding requirements
- Monitor, manage and address compliance risks, trends and audit findings at an organisational level whilst ensuring accurate, up to date, records are kept
- Partner with the Workplace Relations Lead to ensure alignment with legislative requirements, enterprise agreements and internal governance standards
- Work closely with the Health, Safety and Wellbeing team to ensure P&C advice and processes reflect relevant occupational health and safety obligations, psychosocial hazard requirements, and regulatory touch points applicable to the role

5. Continuous Improvement and Projects

- Lead the assessment and optimisation of HR systems and service channels, such as the HR ticketing system and PageUp
- HR projects and initiatives to improve employee and manager experience, such as system and reporting uplifts
- Lead implementation of digital solutions in partnership with ITT to improve self-service and reduce manual workload, such as Artificial Intelligence chat bots
- Drive continuous improvement across P&C processes, systems and service delivery at a functional level

6. Stakeholder Engagement & External Relations

- Build strong, influential relationships with senior stakeholders across the organisation

- Collaborate effectively across P&C functions to ensure aligned and seamless service delivery
- Oversee and manage relationships with external providers and ensure performance standards are met, such as system vendors
- Engage with unions and external stakeholders where required, supporting constructive outcomes

5. Other

- Work collaboratively within teams to achieve common goals.
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities.
- In collaboration with manager, set goals and objectives to ensure outcomes are met.
- Model BSL's values and adhere to the Code of Conduct in everyday work practices.
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.
- This position will require indirect contact with children and/or vulnerable individuals.
- Other duties as required.

Scope of Responsibility

Direct Reports:

- P&C Business Partners
- P&C Advisor
- P&C Coordinators

Indirect Reports:

- Nil

Key Selection Criteria

Career Experience:

- Extensive experience in senior HR/P&C business partnering roles within a medium to large organisation

- Demonstrated experience leading, coaching and developing high-performing P&C teams
- Proven ability to partner with senior leaders to deliver strategic workforce and organisational outcomes
- Working knowledge of HR systems and service delivery platforms such as ticketing tools, with experience optimising service desk operations and user experience
- Experience designing and implementing P&C frameworks, policies and initiatives aligned to business priorities
- Experience improving service delivery models, including HR systems, processes and operational efficiency initiatives
- Ability to use workforce data and insights to inform decision-making and drive continuous improvement
- Demonstrated understanding of psychosocial risk, workplace health and safety obligations, and the importance of working collaboratively with Health, Safety and Wellbeing specialists on regulatory and compliance matters

Personal Qualities:

- Strong strategic thinking, with the ability to align people initiatives to business priorities
- Credible and influential, building trusted relationships with senior leaders and stakeholders
- Effective people leader, with a focus on coaching, development and building capability
- Sound judgement and problem-solving skills, balancing risk and practical outcomes
- Collaborative and outcome-focused, working effectively across P&C and the broader business
- Clear and confident communicator, able to translate complex information into practical guidance
- Well organised and accountable, able to manage competing priorities and deliver outcomes
- Proactive, with a strong focus on continuous improvement and service excellence

Qualifications/Other:

- Tertiary qualification in Human Resources, Employment Relations, Law, or a related discipline (or equivalent experience)
- Sound knowledge of Australian employment law, including Fair Work legislation and relevant industrial instruments

- Membership or working towards membership with a professional HR body (e.g. AHRI) (desirable)

Mandatory Employment Criteria

- Specific work requirements include work-based travel and attendance at a variety of different work locations.
- Proof of eligibility to work in Australia is required.
- A Statutory Declaration to confirm past criminal history is required as per the Aged Care Act - BSL will support successful candidates in this process.
- A satisfactory Police Check is required – BSL will support successful candidates in this process.
- A Working with Children Check is required – BSL will support successful candidates in this process.

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur, and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.