

Position Description

People & Culture Business Partner

Position Details

Position Title:	People & Culture Business Partner
Status:	Full-Time
Division:	Corporate Services
Classification:	SCHADS Level 6
Position Reports to:	Executive Manager – Brand and Strategy
Direct Reports:	People & Culture Coordinator, Hub Helper (Assistant)

Play Matters Purpose

Play Matters Australia is a registered charity with the Australian Charities and Not-For-Profit Commission. In conjunction with government, non-government, and community agencies, Play Matters supports and establishes state and national parenting programs aimed at families with young children. Play Matters also acts as a voice to the government and the wider community on early childhood and parenting.

Operating for more than 50 years, our Company aims to provide children from birth to five years with the best start to their life by providing their parents and caregivers with skills and confidence to support their child through the fundamental act of play. Our Company ethos of recognising parents and caregivers as a child's first teacher is embedded in all programs. Play Matters has developed and delivers a range of tailored, early intervention programs that are underpinned by evidenced-based methodologies. Our programs are both government-funded and operate commercially across Queensland and Australia.

Purpose of the Position

The primary role of the People & Culture Business Partner is to provide operational people and culture advice and support across the organisation. The role partners with people leaders to strengthen workforce capability, employee relations practice, leadership effectiveness, safety and wellbeing, and organisational compliance, while leading and contributing to initiatives that improve employee experience, people practices and organisational performance.

Play Matters Values

The Play Matter Australia values are as follows. It is expected that all staff embody these values whilst working with Play Matters Australia.

Creativity & Fun	We encourage innovation and celebration that is equitable and inclusive
Collaboration	We work together effectively to build relationships, harness everyone's capabilities to achieve positive outcomes



Position Description

People & Culture Business Partner



Inclusivity	We foster a friendly, supportive environment that embraces diversity and contributes to a respectable/safe culture
Contemporary practice	We keep abreast of emerging challenges, opportunities, and current practice, striving to continually improve to enact positive change
Accountability	We are committed to honesty and integrity and take responsibility for actions to ensure effective stewardship

Play Matters Statement of Commitment to Children

Play Matters Australia is committed to the safety of children and young people across the organisation. All children and young people have a right to feel safe and to be safe at all times. PMA will not tolerate any abuse or neglect of children or young people involved with our programs. Refer to the Play Matters Australia full [Statement of Commitment](#) here.

Key Relationships

Internal Relationships:	Board of Directors (via the CEO) Chief Executive Officer (CEO) Executive Leadership Team (ELT) Senior Leadership Team (SLT) PMA team members Volunteers
External Relationships:	Workplace, Health & Safety Consultant Legal advisors Safeguarding Consultant Cultural Advisor Government, Non-Government and Community Organisations

Key Responsibilities

The key responsibilities for this role will include the following, as well as those that may be delegated from time to time by the CEO. Performance outcomes and measures will be outlined and reviewed twice yearly in accordance with the Development Matters process.

HR Leadership and Advisory

- Provide coaching, guidance and practical support to people leaders on day-to-day people management matters, building leadership confidence, capability and consistency.
- Design, coordinate and deliver leadership development and upskilling initiatives that strengthen people leader effectiveness across performance, conduct, communication and team management.



Position Description

People & Culture Business Partner

- Partner with leaders to identify development needs, embed contemporary people practices and support the application of policy, procedure and organisational values in everyday leadership decisions.

Employee Relations, Performance and Conduct

- Manage employee relations matters, including performance, conduct, grievances and workplace issues, applying sound judgement, procedural fairness and legislative compliance.
- Lead and support workplace investigations and provide recommendations, documentation and case management support through to resolution.
- Approve standard HR documentation prepared by the People & Culture Coordinator, ensuring quality, consistency and compliance.

Workforce, Recruitment and Onboarding

- Lead onboarding and induction improvements to enhance employee experience, compliance and early capability development.
- Support and advise on recruitment for senior or complex roles, including role design, workforce planning, selection processes and appointment documentation.
- Oversee effective HR administration and systems to ensure accurate workforce records, timely reporting and efficient people processes across the organisation.

Safety, Wellbeing and Risk

- Partner with leaders and relevant stakeholders on work health and safety and psychosocial safety initiatives that support a safe, respectful and legally compliant workplace.
- Ensure HR action plans are implemented and monitored, including actions relating to WHS, psychosocial safety and sexual harassment prevention.
- Manage workers compensation matters and return to work plans in partnership with leaders, employees and external providers to support recovery, compliance and sustainable work outcomes.
- Provide child safety reporting support as required and contribute to safeguarding practices and compliance obligations across the organisation.

Policy, Compliance and Continuous Improvement

- Review and update policies, procedures and HR practices to strengthen compliance, consistency, operational effectiveness and alignment with organisational needs.
- Maintain current knowledge of employment legislation, the SCHADS Award and contemporary people and culture practices, applying this knowledge to organisational advice, systems and decision-making.
- Monitor expenditure against the People & Culture budget and provide input to support effective and compliant use of allocated resources.
- Lead and contribute to continuous improvement initiatives that enhance HR service delivery, governance, workforce capability and organisational outcomes.

Capabilities for Success, Competencies, Experience and Qualifications

Within the context of the role described above, the ideal candidate will be someone who can demonstrate the following capabilities. Please refer to the PMA Capability Library (available on commencement of



Position Description

People & Culture Business Partner

employment) for further information surrounding specific behaviours associated with each capability listed below.

PMA Values

Capability	Description	Level of Proficiency
Values Alignment	Embodies the PMA values of Creative & Fun, Collaborative, Welcoming & Inclusive, Contemporary practice, and Accountability.	3

Core Capabilities

Capability	Description	Level of Proficiency
Achieving	Utilises resources, systems and process to achieve results in addition to taking initiative, monitoring progress with a commitment to quality outcome.	3
Learning	Demonstrates self-awareness, and self-motivation for continuous learning, taking onboard feedback and applying new skills on the job.	3
Self-regulation	Manages one's behaviour through self-monitoring, self-evaluation and self-reinforcement, responding to pressure, adversity and/or setbacks effectively and exhibiting courage in the best interests of the Organisation.	3
Service Orientation	Manages service expectations and demonstrates a concern for client needs and satisfaction.	2
Teamwork	Actively participates as a member of a team, collaborating and supporting others, leveraging off the teams skills, sharing knowledge	3



Position Description

People & Culture Business Partner

and moving the team toward the competition of goals.

Role Specific Capabilities

Capability	Description	Level of Proficiency
Adaptability	Willingness and ability to use various approaches, tools and techniques for dealing with change and adapting positively to a changing environment.	3
Communication	Uses communication tools, techniques and methods to transmit, and encode messages/information effectively. Responds by applying a range of communication behaviours.	3
Diligence	Adheres to policy, procedures, legal and safety obligations, identifying risks, contributing to improvements, and keeping abreast of company policy/procedure changes.	3
Planning	Plans and prioritises to achieve outcomes and responds flexibly to changing circumstances.	2

Leadership Capabilities

Capabilities	Description	Level of Proficiency
Leading others	Engages, motivates, supervises, coaches and develops capability and potential in others, taking a values-based leadership approach.	3
Translating the Vision	Creates and communicates a vision of the organisation that	2



Position Description

People & Culture Business Partner

motivates others to superior performance.

Qualifications and/or Experience

- Qualifications in Human Resource Management, Industrial Relations, Business, Organisational Psychology or other related field.
- Minimum five years' experience in a HR generalist, advisory or business partnering role.
- Working knowledge of relevant Awards, the Fair Work Act, the National Employment Standards and the WHS Act 2011 and any corresponding regulations
- Experience in providing quality advice and guidance on complex HR issues including performance management, conduct, grievances and other workplace investigations.
- Experience designing and delivering training and information sessions relevant to people leadership.
- High-level written communication skills, including the review and approval of HR correspondence and documentation.

Other Requirements of this Role

- Holds or is eligible to hold a Working with Children Check
- National and/or Interstate travel

Additional Information

- You will be actively supported in your role including access to learning and development opportunities

Acknowledgement and Acceptance of Position Description

Name: _____ Date: ____ / ____ / ____

Signature: _____

