

# Position Description (People Managers) Workplace Relations Business Partner

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|---|---|
| <b>Division</b>                           | <b>People, Performance and Technology</b> |
| <b>Business Unit</b>                      | <b>Corporate Human Resources</b>          |
| <b>Management Level</b>                   | <b>M4</b>                                 |
| <b>Grade/Band</b>                         | <b>Band 7</b>                             |
| <b>Date position description approved</b> | <b>October 2019</b>                       |

## Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious [Sustainable Sydney 2030](#) – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

## Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

## Primary purpose of the position

The Workplace Relations Business Partner will manage a case load of employee matters that vary in complexity up to and including full investigation process,

Working with managers, colleagues and other stakeholders the Workplace Relations Business Partner will develop and implement effective workforce management and organisational practices. Provide coaching and advice to managers on the effective use of organisational resources such as data, policies/procedures and Industrial Instruments.

## Key accountabilities

- Provide advice to managers and employees to ensure the implementation and maintenance of effective workforce management practices in accordance with the City of Sydney's policies and Code of Conduct.
- Contribute to the development, implementation and evaluation of Workforce Services plans, policies, procedures and strategies that contribute to effective workforce management.
- Manage employee matters ensuring all documents, correspondence and actions taken remain in line with procedural fairness, policies and employment legislation.
- Produce a high standard of written documentation, including policies, correspondence for internal and external agencies and stakeholders.
- Advise managers in the development and implementation of workforce strategies including workforce planning, performance management, and conflict and grievance resolution.
- Utilise workforce data to develop action plans with managers to address workforce issues in the business.
- Participate in the measurement of effectiveness of HR activities and contribute to the quality improvement of key HR functions.
- Support the development of a values based culture within the City of Sydney that encourages effective teamwork, integrity, productivity and collaboration.
- Interpret the industrial instruments, legislation and policies as they apply to the City of Sydney
- Develop Policies that reflect relevant legislation and the organisational principles.

## Key challenges

- Work through competing priorities to maintain effective and constructive relationships in the delivery of planned goals.
- Operating in an environment of regulation and compliance.

## Key relationships

| Who                      | Why  |
|--------------------------|--|
| <b>Internal</b>          |  |
| Manager                  | <ul style="list-style-type: none"> <li>• Make recommendations and provide advise</li> <li>• Report on the progress of matters and projects</li> <li>• Identify emerging issues/risks and their implications and propose solutions</li> </ul> |
| Business Partnering Team | <ul style="list-style-type: none"> <li>• Collaborate on projects and activities to achieve optimal outcomes</li> <li>• Coordinate Business Partner service and support to all stakeholders</li> </ul>  |
| Business Stakeholders    | <ul style="list-style-type: none"> <li>• Provide specialist HR advice</li> <li>• Optimise engagement to achieve defined outcomes</li> <li>• Manage expectations and resolve issues</li> </ul>  |

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## External

Stakeholders

- Manage expectations and resolve issues

*Unions*

- Engage in, consult and negotiate the for the delivery of key outcomes
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## Key dimensions

### Decision making

The position is accountable to take reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.

### Reports to

Manager, Corporate Human Resources

### Direct reports

Nil

## Essential Knowledge, Skills & Experience

- Degree or diploma with major in human resources management or equivalent and/or significant experience in a similar role.
- A consultative approach with multiple as required with a range of stakeholders.
- Sound understanding of the legislative and industrial frameworks as they apply to human resources management.
- Ability to use negotiation techniques and influencing skills in a manner that gains agreement or acceptance.
- Comprehensive experience in representing the organisation in the Fair Work or NSW Industrial Commission and in the making or negotiation of industrial instruments.
- Demonstrated ability to work as a self-motivated, highly organised professional, setting clear objectives, driving outcomes and meeting timelines.

## Capabilities for the position

The City's **Leadership and Management Capability Framework (LMCF)** outlines the capabilities expected of people managers to perform well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for employees and managers which provide clarity, common language and consistency.

## Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment. The table below outline the suggested focus capabilities for both Leadership and management and is a guide.

| Capability Group | Capability Name                               | Level                     |
|------------------|---|---------------------------|
| Leadership       | <b>Displays Awareness of Self and Others</b>  | Section Unit Manager - M4 |
|                  | <b>Cultivates Productive Relationships</b>    | Section Unit Manager - M4 |
|                  | <b>Drives Results</b>                         | Section Unit Manager - M4 |
|                  | Develops People and Culture                   | Section Unit Manager - M4 |
|                  | Operates Strategically                        | Section Unit Manager - M4 |
| Management       | Technology and Information Management         | Section Unit Manager - M4 |
|                  | Finance and Resource Management               | Section Unit Manager - M4 |
|                  | Asset Management                              | Section Unit Manager - M4 |
|                  | <b>Risk Management, Safety and Compliance</b> | Section Unit Manager - M4 |
|                  | Procurement and Contract Management           | Section Unit Manager - M4 |
|                  | <b>Project Management</b>                     | Section Unit Manager - M4 |
|                  | <b>Change Management</b>                      | Section Unit Manager - M4 |
|                  | <b>People Management</b>                      | Section Unit Manager - M4 |