

Position Description (Employee)

Human Resources Advisor

Division	Human Resources Advisor
Location	Town Hall House, 456 Kent Street, Sydney
Classification/Grade/Band	Band 6

Council overview

At the City we understand our people are our most important asset. Working here you join a passionate and dedicated team delivering great things for our community and city. Our employees are central to achieving our exciting and ambitious Sustainable Sydney 2030 – developing a green, global and connected city – and continuing to provide valued community services.

From our high-quality facilities to local services and initiatives, the City of Sydney is 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 primary role of the Employee Relations Advisor is to advise on HR practices, policies, procedures and employment related issues to mitigate risk for the organisation, improve leader capability and drive performance and employee engagement.

Key accountabilities

- Resolve employee relations cases in a timely manner ensuring procedural fairness and consistency with City policies and procedures and legislation.
- Prepare final case reports including analysis and recommendations for best practice resolution.
- Coordinate and analyse employee relations reporting and trends.
- Partner with other HR teams and specialists to achieve positive outcomes for both the organisation and employees.

- Build relationships with, support and coach managers in having performance and conduct related discussions with employees to mitigate risk and drive performance and a values based culture.
- Advise on policies, procedures and award to maintain compliance, fairness and consistency.
- Develop and implement HR policies and procedures to ensure employees and relevant stakeholders are aware of and understand what is expected of them.
- Develops and conducts training for managers to ensure understanding and application of employee relations practices and policies.

Key challenges

- Managing multiple employee matters in a complex and highly industrialised environment.
- Building relationships, coaching and supporting a diverse group of people leaders with various levels of capability.
- Operating in a highly consultative environment with multiple stakeholders and decision makers.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Receive advice and report on progress towards business objectives and discuss future directions. • Provide expert advice and contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions.
Stakeholders (People Leaders, Employees, Workers Compensation Team, Learning & Development)	<ul style="list-style-type: none"> • Provide advice on a range of employee relations, industrial relations, policies and procedures. • Manage expectations and resolve issues
External	
Service Providers and Consultants (Employment lawyers, unions, mediators, training facilitators)	<ul style="list-style-type: none"> • Build and leverage positive working relationships through effective communication and diligence. • Communicate needs and facilitate engagement for advice. • Provide feedback on provision of services to contract managers.

Key dimensions

Decision making

The position is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties.

Decision making responsibilities of the position and more formal delegations under an Act and/or Council policy

The position is accountable for the provision of advice to managers and employees on day to day operations. Furthermore, recommendations for

Reports to

Senior HR Business Partner

Essential Knowledge, Skills & Experience

- Tertiary qualifications at degree or diploma level majoring in human resources management or equivalent and/or significant experience in a similar role with a commitment to ongoing professional development
- Proven record of involvement in providing a range of Human Resources Advisory services in a large or complex organisation.
- Demonstrated record of adopting a consultative approach in the delivery of human resources services to managers and employees.
- Sound understanding of the legislative and industrial framework that applies to human resources management issues.
- Ability to understand a situation or problem by breaking it into smaller pieces and or tracing the implications in a step by step way coupled with the ability to identify issues or problems and recommend strategies, ideas and opportunities for resolving them.

Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for employees which provide clarity, common language and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Intermediate
	Demonstrate Accountability	Intermediate
	Manage Self	Intermediate
	Display Resilience and Adaptability	Adept
Relationships	Work Collaboratively	Adept
	Communicate and Engage Respectfully	Adept
	Community and Customer Focus	Adept
	Influence and Negotiate	Intermediate
Results	Deliver Quality Results	Intermediate
	Create and Innovate	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
Resources	Financial Integrity	Foundational
	Technology and Information	Intermediate
	Assets and Tools	Intermediate
	Procurement and Contracts	Foundational

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity & Courage	Intermediate	<ul style="list-style-type: none"> Maintains confidentiality of customer and organisational information Is open, honest and consistent in words and behaviour Has the courage to take the steps to clarify ethical issues and seeks advice when unsure what to do Helps others to understand their obligations to follow the code of conduct, legislation and policies Recognises and reports inappropriate behaviour, misconduct and perceived conflicts of interest
Personal Attributes Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Follows through reliably and openly takes responsibility for own actions Understands delegations and acts within authority level Is vigilant about the use of safe work practices by self and others Is alert to risks in the workplace and raises them to the appropriate level
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Understands what needs to be done and steps up to do it Pursues own and team goals with drive and commitment Shows awareness of own strengths and weaknesses Asks for feedback from colleagues and stakeholders Makes the most of opportunities to learn and apply new skills

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Adaptability	Adept	<ul style="list-style-type: none"> • Is flexible, showing initiative and responding quickly to change • Accepts changed priorities and decisions and works to make the most of them • Gives frank and honest feedback / advice • Listens when challenged and seeks to understand criticisms before responding • Raises and works through challenging issues and seeks alternatives • Stays calm and acts constructively under pressure and in difficult situations
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Contributes to a culture of respect and understanding in the organisation • Creates an atmosphere of trust and mutual respect within the team • Builds cooperation and overcomes barriers to sharing across teams/units • Relates well to people at all levels and develops respectful working relationships across the organisation • Identifies opportunities to work together with other teams/units • Acts as a resource for other teams/units on complex or technical matters
Relationships Communicate and Engage Respectfully	Adept	<ul style="list-style-type: none"> • Tailors content, pitch and style of communication to the needs and level of understanding of the audience • Clearly explains complex concepts and technical information • Adjusts style and approach flexibly for different audiences • Actively listens and encourages others to provide input • Writes fluently and persuasively in a range of styles and formats
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> • Builds a network of work contacts across the organisation • Approaches negotiations in the spirit of cooperation • Puts forward a valid argument using facts, knowledge and experience • Asks questions to understand others' interests, needs and concerns • Works with others to generate options that address the main needs and concerns of all parties

Group and Capability	Level	Behavioural Indicators
Results Deliver Quality Results	Intermediate	<ul style="list-style-type: none"> • Takes the initiative to progress own and team work tasks • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time and on budget
Results Create and Innovate	Intermediate	<ul style="list-style-type: none"> • Researches developments and trends in the industry • Thinks about issues and opportunities from different viewpoints • Links together unrelated ideas or events to generate insights • Identifies improvements to work systems, processes and practices
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Participates constructively in unit planning and goal setting • Helps plan and allocate work tasks in line with team/project objectives • Checks progress against schedules • Identifies and escalates issues impacting on ability to meet schedules • Provides feedback to inform future planning and work schedules
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Draws on numerous sources of information, including past experience, when facing new problems • Demonstrates an understanding of how individual issues relate to larger systems • Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports • Uses rigorous logic and a variety of problem solving methods to develop workable solutions • Anticipates, identifies and addresses risks and issues with practical solutions • Leads cross team/unit efforts to resolve common issues or barriers to effectiveness
Resources Finance	Foundational	<ul style="list-style-type: none"> • Shows respect for the value of public money • Calculates and records financial information accurately • Seeks approval from manager/supervisor for expenses and claims, as required by policies or guidelines
Resources Technology and Information	Intermediate	<ul style="list-style-type: none"> • Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness
Resources Assets and Tools	Intermediate	<ul style="list-style-type: none"> • Uses a variety of work tools and resources to enhance work products and expand own skill set • Ensures others understand their obligations to use and maintain work tools and equipment appropriately • Contributes to the allocation of work tools and resources to optimise team outcomes

Group and Capability	Level	Behavioural Indicators
Resources Procurement and Contracts	Foundational	<ul style="list-style-type: none"> • Complies with basic ordering, receipting and payment processes • Checks quotes and invoices for accuracy • Checks that invoiced fees and charges match goods or services delivered